

## Draft Governance Action Plan

Progress on the governance improvement areas from 21/22

Issue	Progress	Status
Implement the actions identified in the Complaints Procedure Audit which received "limited assurance"	Significant changes have been made to the Complaints process during 22/23, including a revised Policy, LGSCO training and a new digitised system. More is included in the main content of the 22/23 AGS. These changes will continue to be embedded. A follow up audit on the Corporate Complaints Process is programmed for the first quarter of 23/24.	Ongoing
Implement the actions identified in the Health and Safety Audit which received "limited assurance"	Significant progress has been made, with various Health and Safety policies being updated as outlined in the main content of the 22/23 AGS. Further policies will be updated as and when required. Corporate Risk Assessments will commence from the first quarter of 23/24 and site inspections have also commenced. Progress on the management actions is reported to the Audit Committee.	Ongoing
Implement the actions identified in the Cyber Security – Staff Awareness Audit which received "limited assurance"	All staff and Members have undertaken mandatory cyber security awareness training which will be an ongoing requirement. A follow up audit has taken place with the outcomes to be finalised in the first quarter of 23/24. Progress on the management actions is reported to the Audit Committee.	Ongoing
Strategic Risks to be updated and produced to show scoring for risks with and without mitigation controls.	The Strategic Risk register and Risk Management Strategy was updated and presented to Audit Committee on the 8 November 2022. Risks are regularly monitored by CMT and the Audit Committee on a quarterly basis.	Complete
Update the Council's Equality Statement and produce an EDI Action Plan.	The Council's Equality Statement 2022 - 2026 and Action Plan was updated and approved by the Cabinet on the 7 September 2022. The Action Plan will be updated annually.	Complete

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This Action Plan sets out the planned activity for improvement which has been identified as part of the AGS 22/23 review. These are tracked by the Audit Committee until implemented or discharged.

These will be confirmed once the final Annual Audit Report and Opinion has been agreed by the Audit Committee on the 21 June 2023.

No.	Issue	Action	Who	When	How is this monitored?
1.	Corporate Complaints	Commence the Corporate Complaints follow up audit during Q1 in 23/24. Further actions to be determined following the outcomes of the audit.	Siraj Choudhury Anna Pedlow	March 2024	Audit Committee
2.	Health and Safety	Complete further updates to existing Health & Safety policies and undertake corporate risk assessments.	Siraj Choudhury Andy Gaffney	March 2024	Audit Committee
3.	Cyber Security	Actions to be determined following the outcomes of the follow up audit during Q1 in 23/24	Simon Jones Siraj Choudhury David Copeland	March 2024	Audit Committee
4.	Health & Safety - Driver Safety Checks	Implement the actions identified in the Health and Safety Audit Driver Safety Checks which received "limited assurance."	Siraj Choudhury Andy Gaffney	March 2024	Audit Committee