

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 was undertaken on the Corporate Complaints Process and received a “reliable assurance” outcome, which is an improvement on the last audit. | Complete |
| 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. The Acceptable Use Policy has been updated and cyber incident communication is fully documented. A follow up audit was conducted at the end of 22/23 and no further action is required. | Complete |
| 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 monitored by CMT on a monthly basis 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 |

Governance Action Plan

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.

| No. | Issue | Action | Who | When | How is this monitored? |
|-----|---|--|--|---|------------------------|
| 1. | Continue to implement the actions identified in the Health and Safety Audit | <p>Complete further updates to existing Health & Safety policies and keep them under review.</p> <p>Undertake corporate risk assessments.</p> | <p>Head of Governance, People & Performance</p> <p>Corporate Health & Safety Advisor</p> | March 2024 | Audit Committee |
| 2. | Implement the actions identified in the Health & Safety - Driver Safety Checks Audit | <p>Ensure the relevant checks and driver risk assessments are undertaken and reviewed as part of the appraisal process.</p> <p>Undertake a review of the Vehicle Policy.</p> <p>Ensure sampling of risk assessments are carried out to scrutinise the accuracy of scoring.</p> | <p>Head of Governance, People & Performance</p> <p>Corporate Health & Safety Advisor</p> | <p>March 2024</p> <p>September 2023</p> <p>April 2024</p> | Audit Committee |
| 3. | Implement the actions identified in the Taxi & Private Hire Licensing – New Driver Applications Audit | <p>Ensure all fees and charges are up to date on the council's website and agreed by Full Council.</p> <p>Update the council's Private Hire & Hackney Carriage Licensing Policy & Guidance and internal procedure notes to reflect the changes.</p> <p>Update the key elements of the Policy & Licensing Conditions and publish them on the council's website.</p> | <p>Public Protection & Enforcement Manager</p> <p>Team Leader, Health Safety & Licensing</p> | <p>September 2023</p> <p>June 2023 and ongoing</p> | Audit Committee |