

Governance and Audit Committee Action Record

| Date of Committee | Agreed Action | Lead | Target Date | Progress | Date for action to be brought to Committee | Completed Date |
|-------------------|---|---|---------------|---|--|----------------|
| 9 September 2021 | Corporate Complaints | Chief Officer Legal, HR & Regulatory Services | November 2021 | <ol style="list-style-type: none"> 1. A Working Party to ensure all complaints are monitored and recorded accurately as the Committee considered there is an under recording of complaints. 2. The Chief Officer Legal and Regulatory Services, HR & Corporate Policy meet with Members to discuss the handling of complaints. 3. An information report on Corporate Complaints be presented to Council. 4. Information as to the shortfall of 10 cases be provided to the Committee. | March 2022 | March 2022 |
| 11 November 2021 | Disabled Facilities Grants | Chief Officer – Finance, Performance and Change | June 2022 | A further report be presented to the Committee on the progress of Disabled Facilities Grants to see how the service was being embedded | September 2022 | |
| 28 January 2022 | Progress Against the Internal Audit Risk Based Plan 2021-22 | Head of the Regional Audit Service | March 2022 | A report be submitted to the next meeting of the Committee on the Arbed scheme. | March 2022 | March 2022 |
| 28 January 2022 | Corporate Risk Assessment 2022-23 | Chief Officer – Finance, Performance and Change | July 2022 | Risk SS-2019-01 in relation to safeguarding actions - Information to be provided to the Committee on the scores for this risk following discussion with the Corporate Director Social Services and Wellbeing. | June 2022 | |
| 28 January 2022 | Updated Forward Work Programme 2021-22 | Chief Officer, Legal and Regulatory Services, HR and Corporate Policy | March 2022 | Update the Committee on progress made in recruiting lay members to serve on the Committee. | March 2022 | March 2022 |
| 15 March 2022 | Corporate Complaints | Chief Officer – Finance, Performance and Change | June 2022 | Update to be provided to the Committee on how school complaints were recorded and ensuring they were recorded effectively. | September 2022 | |