

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	