

APPENDIX A

Number	Date of Committee	Item	Lead	Target Date	Action	Date for action to be brought to GAC	Completed Date
1.	13 Oct 2022/ 1 Jun 23	Corporate Complaints	Chief Officer – Legal and Regulatory Services, HR and Corporate Policy	Nov 23	To prepare and submit a report on Corporate Complaints to GAC bi-annually. The next report will be prepared for the meeting in November 2023. The report will include consideration of ways to enrich the data set, to include such matters as the location of the complainant, under-reporting, and complaints made to Councillors (and noted in the referral system).	Nov 23	Nov 23
2.	26 July 23	Annual Corporate Fraud Report 2022-23	Department for Work and Pensions		That members receive a presentation from the Department for Work and Pensions (DWP).	To be confirmed	
3.	9 Nov 23	Capital Programme – Governance Issues	The Chief Officer – Finance, Performance and Change/ Head of RIAS	Jul 23	RIAS to carry out an audit of good governance, and will include the Capital Board, commencing in Q4.	Q4	
4.	9 Nov 23	School Vehicles	Head of RIAS/ Director of Education	Jan 24	The concerns of Members were raised with the Corporate Management Board (CMB).	Nov 23	Oct 23
					The Director of Education wrote to all schools about the matter.	Nov 23	Oct 23
					The Head of the Regional Internal Audit Service undertook to obtain and share the letter.	Jan 24	Jan 24
5.	9 Nov 23	Local Transport Strategy	Corporate Director - Communities		A Member requested a written response on progress against the 2015 plan. It should be noted that the Subject Overview and Scrutiny Committee 3 considered the issue of Strategic Transport Projects at its meeting on 27 November 2023.	To be determined	
6.	9 Nov 23	Complaints: Handling Difficult Situations	Democratic Services Manager		That Councillors could need additional guidance on handling potentially challenging situations involving constituents in respect of the complaints process.	To be determined	
7.	9 Nov 23	Complaints Process	Head of RIAS		There was a need to ensure the complaints process was working as it should be and that the Regional Internal Audit Service	To be determined	

					(RIAS) would consider building a review into its work programme for 2024-25.		
8.	9 Nov 23	Appointment of a Lay Member	The Chief Officer – Finance, Performance and Change/ Head of RIAS		The recruitment process to appoint a lay member to fill the outstanding position was underway.	To be determined	
9.	9 Nov 23	Forward Work Programme, 2024-25	Deputy Head of Finance		The Chairperson requested that an initial draft of the Forward Work Programme for the year starting in April 2024 be prepared for consideration at the next meeting.	Jan 24	Jan 24