

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 | |

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| | | | | | (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 |