

Governance & Audit Committee Matters Arising Schedule

Purpose:

To consider progress on the matters arising from previous Governance & Audit Committee meetings.

Recommendation: That members note progress on the matters arising and request corrective action if necessary.

Matters arising Schedule

Status	Title	Action Required	Comments	Due Date	Allocated To
Black					
	whistleblowing report - future format	<p>Extract from mins of meeting 26/7</p> <p>It was suggested that in future the whistle blowing report, if a nil return, should be extended to include the other support packages and measures on offer to employees. It was further suggested that "web page hits" data could be incorporated.</p>	<p>Whistleblowing Report is on the July Agenda, discuss whether amendments/proposals were considered/incorporated. The format of the report was discussed at the Brief with recommendations made about additional information being added. The new format was used at July's G and A meeting</p>	25/07/17	Alan Robinson

	List of training to be provided	Extract from Minutes - 20/06/2017: The Chairman requested to see the list of training attended by Members	Katie to arrange for the relevant information to be provided to Cllr McNeill as requested	25/07/17	Katie Coughlan
	Annual Whistleblowing report	Employee Assistance Programme - review the provision of the service/assess value for money	Members requested that the appropriate route should be used to assess the EAP service and information be gathered to provide assurance that the Authority was getting value for money/assess whether the service was being used. To be submitted to the JSCC committee in the first instance/add to JSCC FW Plan. A report will be submitted to the next JSCC committee in November 2017. The scheme was used 14 times between 1st August 2016 and 31st July 2017	29/08/17	Alan Robinson

	Statement of Account Training	Statement of Account Training - September - notify Members	The compulsory Statement of Account Training to be delivered prior to the next G&A Committee meeting on the 14th September 2017 at 1:30pm for approximately one hour. The G&A Committee meeting would follow on conclusion of the compulsory training starting at 2:30pm. Notification to be sent out to Members (as well as a confirmation to the training provider) asap.	09/08/17	Katie Coughlan
	Annual Governance Statement and Action Plan	Signing off reports - clarify responsible officer/amend signature	Signature to be updated/signed by the Director of Resources & S151 Officer and the Head of Paid Service.	29/08/17	Ian Knowles
	Annual Customer Feedback Report	1. Review title 'Customer Complaints Advocate' 2. Explain initial response times for dealing with complaints	1. Proposed that the title Customer 'First' Advocate may be a better, more positive alternative. Job title to be reviewed. 2. Members felt that 48 w/hours response time gave an expectation of resolution within 2 days - potentially misleading as 48 'working' hours was more than a week. The	29/08/17	Lyn Marlow

			wording was to be reviewed to make the actual response time clearer to customers.		
Green					
	Internal Audit Plan	Review of P&D recommended actions/assess progress made to date	The Chairman of the G&A Committee invited the Head of Paid Service to the next meeting (14th September) in order that he could update the Committee on the progress made regarding the outstanding recommendations in relation to the Progress and Delivery audit.	14/09/17	Mark Sturgess
		P&D Audit Recommendations to be included in Q2 P&D report	Reference to the Progress and Delivery Limited Assurance Audit to be included in the Progress and Delivery report and thus submitted to the Prosperous Communities and Corporate Policy and Resources committees/report to be added to the FW Plan.	25/10/17	Ian Knowles

	<p>member training - future topic request</p>	<p>Extract from mins of meeting 14/3 The rationale for reviewing sales invoicing was further explained and it was noted that key staff were been offered training around commerciality. Members requested that some level of commercial awareness training be built into the Member Training Plan in the future.</p>	<p>Please build into plan going forward. Discussion took place to confirm what training Members required. Agreed to look at courses to aid better understanding of issues such as Procurement, Commercial awareness, Ethics, Decision making, Business Case risk/understanding, Conflicts of Interest, Commercialism, setting up a Private Company and related risks, Contract management. External and Internal training options to be considered.</p>	<p>25/10/17</p>	<p>Alan Robinson</p>
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	<p>strategic risk register</p>	<p>Extract from mins of meeting 18/4/17: -</p> <p>Discussion ensued and Members were asked to consider whether there were any further strategic risks they considered should be reflected on the register.</p> <p>The following suggestions were made: -</p> <ul style="list-style-type: none"> • Uncertain outcome of the general election • County Council's plans regarding unitary authorities <p>Officers undertook to consider these further.</p>	<p>James please see above, and feedback through this matters arising any comments you have. James to provide an update at 1 June Briefing. Work is on-going, suggestions made to date continue to be considered. Members will next review the Risk Register in November.</p>	<p>07/11/17</p>	<p>James O'Shaughnessy</p>
<p>Grand Total</p>					