

Annual Governance Statement (AGS) Action Plan 2023/24 - Progress Update – March 2024**Key:** Green – Completed

Amber – in Progress

Issue No.	Issue Identified	Source of Evidence	Summary of Action Proposed	Progress Update
1	Statement of Accounts 2021/22 still to be signed off by External Audit	Final Statement of Accounts	Complete the necessary work required for the External Audit review	COMPLETED Final Statement of Accounts 2021/22 formal sign-off now completed. Draft Statement of Accounts 2022/23 now with External Audit, who are aiming to carry out testing in the new year.
2	Council Asset Register to be updated to reflect changes to the de minimis limit for the Council so that all assets are included in the Register, including any changes from sales or transfers.	Asset Register External Audit reports	Complete the necessary work required for the External Audit review	COMPLETED. This is reflected in the Statement of Accounts 2021/22 and further updated in the Statement of Accounts 2022/23. Please also refer to comments above.
3	Refresh of the Council's Strategic Risk Register (SRR) is overdue	Strategic Risk Register approved by Accounts & Audit Committee. SRR managed and monitored via Pentana. Regular reviews of SRR undertaken and reported to AAC	The SRR has been reformatted and redeveloped and is now complete. This will be presented to Accounts & Audit Committee 25 th July 2023 for endorsement to submit to Council for approval. The SRR will then be uploaded into Pentana for management and reporting efficiencies.	COMPLETED The SRR has been reviewed at the Accounts & Audit Committee meeting of 25 th July 2023. Members made a number of changes and recommendations, and these have been fed back to both the Corporate Governance Steering Group and relevant officers. The SRR has also now been uploaded into Pentana and updates by Risk Owners were completed as part of the quarterly performance reporting process. These updates will be reviewed and discussed as part of the quarterly Corporate Performance Clinics.

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4	Complaints monitoring and reporting system inefficient and isolated within individual services. A centralised system requires full development and rollout to provide assurance of control overall	Jadu system fully developed and launched. KPI reports automated (DIR 1 - % of complaints handled within less than 15 working days)	A centralised complaints logging and reporting system has been developed and will be launched for use to all departments on 3 rd July 2023, following training being held 22/06/2023.	Centralised complaints system now in use.
5	Recruitment / staff vacancies remain an issue in some areas	Management Assurance Statements	Services looking at in house training and staff development from Apprenticeships or Graduate trainees.	<p>The key vacancy within Resources Directorate is the Director of Resources / S151 Officer post. An interim Director / S151 Officer is currently in place whilst recruitment for a permanent replacement is appointed. The recruitment process is currently underway.</p> <p>The Property Services function is being transferred back to the Council from 1st April 2024 and a review will take place to see if it is fit for purpose.</p> <p>All management structure in place within Place Directorate; however, there remains one vacancy within Building Control. Recruitment for this post will be put on hold until the Building Safety Regulator (BSR) becomes live in April 2024. The recruitment of an Environmental Health Technical Officer (TO) has been unsuccessful and so recruitment of a trainee TO is now underway with the contract for the existing agency TO being extended.</p>
6	Financial authorisation levels	Reviewed Financial Procedure Rules	To review and update the Financial Procedure Rules and processes	<p>COMPLETED</p> <p>Financial Procedure Rules and processes have been reviewed, updated and adopted by Council on 28th September 2023.</p>

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7	Ability to complete all financial statutory returns in a timely manner	Management Assurance Statements	Staff training, recruitment and retention will bring greater knowledge and efficiency each year but further staff resources would help timely completion.	<p>Further progress is being made in Finance Team to complete returns in as timely a manner as possible. Clear communication is maintained with the relevant Government Depts, i.e. DLUHC in respect of any delays.</p> <p>Additional capacity is being added to undertake Collection Fund and support to the Statement of Accounts process and business case production for capital</p>
8	Ensure Medium Term Financial Plan addresses the shortfall in funding identified in future years and formalises savings plans.	<p>MTFP</p> <p>Budget planning</p> <p>Savings plans</p> <p>Financial stability / sustainability</p>	A programme of work has been established to continue look for savings in the short, medium and long term to address the financial risks facing the Council.	<p>Councillors established a Members Budget Working Group to look at Council finance and options for savings. Whilst the Budget for 2024/25 has concluded the 2025/26 and 2026/27 work will now commence and targeted review programme is being finalised. The Medium-Term Forecast will be updated as part of the budget setting process.</p> <p>Internal Audit are currently undertaking a review of the MTFP process.</p>