

## Annual Governance Statement (AGS) Action Plan 2023/24 – Final Update

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 and approved by Accounts & Audit Committee 7 <sup>th</sup> November 2023.
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.
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 <sup>th</sup> 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 completed and reviewed regularly by Accounts & Audit Committee and more recently by CMT. The SRR has also been uploaded into Pentana and updates by Risk Owners are now completed as part of the quarterly performance reporting process. These updates are reviewed and discussed as part of the quarterly Corporate Performance Clinics.
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)	A centralised complaints logging and reporting system has been developed and will be launched for use to all departments on 3 <sup>rd</sup> July 2023,	COMPLETED  The centralised complaints system now in use across all services and a formal review of the Complaints Policy and Procedures is underway.

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		handled within less than 15 working days)	following training being held 22/06/2023.	
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 was in place until the newly appointed permanent replacement commenced in post on 24<sup>th</sup> June 2024. There will be a handover period of three weeks to ensure good continuity of service and arrangements.</p> <p>The Property Services function was transferred back to the Council from Liberata UK Ltd on 1<sup>st</sup> April 2024 and a review will take place to ensure the service 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 was 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 28<sup>th</sup> 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 have undertaken a review of the MTFP process which has returned a substantial assurance rating.</p>