

Principles	Actions Planned/Needed	Who	When	Revised Date	Q2 2025 Update
A	Review of Contract Procedures Rules undertaken ensuring our procurement arrangements are in line with the Procurement Act 2023	Director of Resources	Jul-25	N/A	Completed. Approved by Council Sept 2025 as part of the Constitution review
A	Deliver procurement training to staff	Head of Finance	Sep-25	Mar-26	Full impact of Procurement Act to be incorporated in to training materials before delivery
A	Improvements to the complaints management and monitoring system and processes implemented	Monitoring Officer/Programme Manager	Jul-25	Dec-25	Complaints review nearing completion. Performance Target of 95% complaints concluded in 15 days
A	Complaints Policy and Staff Handling Training delivered to service leads and Complaints Co-ordinators	Monitoring Officer/Programme Manager	Sep-25	Dec-25	Awaiting completion of review above
A	Annual Complaints Report developed and reported to the Executive alongside the Performance Update Report	Monitoring Officer	Sep-25	N/A	This has been developed as part of the complaints review and will be reported to the Executive along with the Q4 performance report.
A	Consider how the Council can further embed the core staff values	Head of Policy & Commissioning/Learning & Organisational Development Officer	Sep-25	Mar-25	Workforce Development Strategy includes a HR action to 'review JD's to incorporate values, behaviours and vision' Staff values have been embedded in the staff recognition scheme and related communications
A	As part of ongoing work with the LGA, our current meeting arrangements will be reviewed to reflect the constitutional positions of the roles of the Leader and Deputy Leader of the Council in a shared administration	Chief Executive/Monitoring Officer	Jul-25	N/A	This has been reviewed and is deemed to be satisfactory
B	Review all Transparency Code requirements and ensure all published associated documents and Metadata are up to date	Programme Officer – Performance / All Dataset Owners	Sep-25	N/A	Reviewed and is up to date, with the exception of the latest LGA guidance in relation to procurement, this is being reviewed by the Council's procurement lead to ensure we fulfil the mandatory requirements going forward.
C	Customer Contact and Digital Strategy to be developed, ensuring alignment with the Council's ICT Strategy and Digital Strategy	Head of Policy & Commissioning	Jul-25	N/A	Customer and Digital Strategy and ICT Strategy both agreed at Council 10.07.25 following previous discussion at O&S Committee. Work ongoing to align the delivery plans also.
C	Revised report template developed and shared with staff	Democratic Services Manager	Jul-25	N/A	Implemented
D	Social value needs to be addressed more thoroughly in our business planning and commissioning arrangements. This will be undertaken as part of a review of the Council's Constitution and Procurement arrangements.	Head of Finance	Sep-25	Mar-26	Social Value impacts to be included in training to ensure they are incorporated into all future tenders
E	Annual IT Disaster Recovery / BCP testing plan to be developed	Director of Resources	Sep-25	N/A	Regular BCP testing takes place. A cyber incident BCP test took place in January 2025, a rest place BCP took place in October and we are in the process of organising an emergency planning BCP exercise.
E	Incorporate findings of the Digital 360 Peer Review into the delivery plans for the Customer Contact and Digital and ICT Strategies to deliver the recommendations which will upskill staff in existing and emerging technology / software.	Head of Policy & Commissioning	Sep-25	N/A	Recommendations included in the draft delivery plan for the Customer and Digital Strategy and ICT Strategy. A Learning and Development plan is being developed in line with the Sharepoint/ digital transformation project and Digital Champion role.
F	ROPA and IAR to be developed / updated in accordance with GDPR requirements	Head of Legal & Democratic Services	Sep-25	Dec-25	Awaiting final draft of registers from MIAA following which IAOs and IAAs will receive training in use of the registers
F	Information Governance Policy to be developed	Head of Legal & Democratic Services	Sep-25	Dec-25	Draft policy to be considered by officer working group on 12.11.25 and thereafter by CMT
F	Arrangements to be established for the effective document and data management / retention including the development of a Data Retention Policy / Records Management Policy.	Head of Legal & Democratic Services	Sep-25	Dec-25	As for Information Governance Policy above.
F	Data Retention policies to be effectively applied	All	Sep-25	Dec-25	As above
F	Detailed Information Security Policies to be reviewed and launched (these underpin the Information Security Handbook)	Head of Legal & Democratic Services / Corporate Client & Performance Manager	Sep-25	Dec-25	All policies have been drafted and are currently undergoing review via workshops attended by Director of Resources, Head of Legal & Democratic Services, Corporate Client & Performance Manager, Programme Officer - Performance, Principal HR Officer (Liberata), IT Service Delivery Manager (Liberata) and IT Infrastructure Manager (Liberata). There will still be considerable work to be done to get the policies refined and finalised before being presented to CMT (soft launch).
F	Local Code of Governance and Framework reviewed and published (to be reviewed quarterly)	Corporate Client & Performance Manager	Jul-25	N/A	Local Code of Governance and the Governance Assurance Framework were agreed and adopted by Accounts & Audit Committee on 29th July 2025.
F	Launch Cyber and Information Security & GDPR Training to councillors	Chief Executive / Director of Resources	Jul-25	Dec-25	Training launched to Councillors with a 60% completion rate by the deadline date. This is currently with the Chief Executive on how to proceed to ensure compliance and completion across all Councillors.
F	Review and update the Council's Programme and Project Management arrangements to ensure a consistent, clear and effective system is in place	Head of Policy & Commissioning/Programme Manager	Sep-25	Jan-26	A set of templates have been drafted and the process for Programme and Project Management delivery was presented to EMT on the 7 th August. Once sign off has been approved the templates will be made available on the intranet. Training will also be provided where required.