

Audit and Governance Committee - Action Log

Date of Meeting: 10 March 2022

Item No	Report Title	Action	Officer	Deadline for Action
5	Action Tasks	Previous Outstanding Action: Briefing session to be arranged for the Committee on the Provision of Services to Schools.	Josie Griffiths	Update: A date will be set early in the new financial year before the next Committee meeting.
6	Update on the Local Ward budgets and 'Top Up' service pilot scheme	<p>There had been some discussion by the Committee on:</p> <ul style="list-style-type: none"> • whether the £4,200 per Member was enough funding to make a significant difference to communities whilst balancing the loss of that budget from the overall highways revenue budget; • the implication that there would be funding increases next year; • the assurance of the governance of the scheme; and • who would conduct a review of the pilot? 	Previously Andrew Ross, now John David	John David, Interim Director of Highways and Infrastructure to attend March meeting to update the Committee.

7	Annual Audit Letter, Certification Report	The external auditors were asked for an enlarged description of governance and their approach to it.	Mark Dalton-Mazars	Helen included sub criteria and key questions within the minutes of the meeting 17 January 2021.
11	Upheld Complaints to the LGO:	The Committee were advised that the council has implemented a new Customer Experience Strategy with an emphasis on improving consistency for customers and learning and apologising when things go wrong. The Chief Executive has given a personal commitment to championing customer services. The Committee considered if there was potential to add an item to the Committee's Work Programme on the general customer experience.	Jane Burns/David Brown/Alex Thompson	<p>Alan Ward will draw up a consolidated report of upheld complaints to help identify themes and trends. The Committee could then choose to pick the top 2 themes and ask service areas to update on preventative measures.</p> <p>Other options:</p> <p>a) Helen Gerrard is the project lead for Customer Experience, the Committee could define an area of this work to scrutinise further.</p> <p>b) Corporate Policy receive updates against the Customer Service Strategy- A&G may wish to look at specific areas in line with these reports or something separate.</p>
13a	Highways Funding:	David Brown, Josie Griffiths and Helen Davies schedule time to shape the Work Programme based on the main business of the Committee and bring it back to Committee for approval.	David Brown/Josie Griffiths/Helen Davies	Completed and within the agenda pack for 10 March 2022.

13b	Partnerships Governance:	David Brown to circulate a note to the Chair and Committee on governance arrangement in shared service	David Brown	