

Audit and Governance Committee - Action Log
Date of Meeting: 26 March 2022

Meeting Date	Item No	Report Title	Action	Officer	Deadline for Action
25 November 2021	5	Action Tasks	Previous Outstanding Action: Briefing session to be arranged for the Committee on the Provision of Services to Schools.	Josie Griffiths/ Michael Todd	Completed 13 May 2022.
17 January 2022	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	Update: John David, Interim Director of Highways and Infrastructure attended the meeting on the 10 March as planned, but the previous items overran. This item remains to be rescheduled.
17 January 2022	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	Jane Burns/David Brown/Alex Thompson	Update: Alan Ward has draw up a consolidated report of upheld complaints to held identify themes and trends. The report is in the

			<p>learning and apologising when things go wrong. The Chief Executive has given a personal commitment to championing customer services.</p> <p>The Committee considered if there was potential to add an item to the Committee's Work Programme on the general customer experience.</p>		<p>preparatory draft stage at the moment ahead of CLT discussion on 29 June.</p>
10 March 2022	8	Internal Audit Plan 2022/23	<p>Councillor Rachel Bailey had concerns about the permanent resource within the Internal Audit Team and asked for continued assurances on this matter.</p>	Josie Griffiths	<p>Update: The permanent resource available to Internal Audit is subject to regular review to ensure that the team are able to deliver sufficiently evidenced work to support the provision of the Annual Audit Opinion.</p> <p>Where gaps in capacity and/or specific skills are identified this is addressed through the use of temporary resource.</p> <p>This was the case for the second half of 2021/22 and remains in place for the first quarter of 2022/23.</p> <p>A decision will be made in relation to extending these arrangements based upon the ongoing requirements of the team.</p>

					At the current time, both the Head of Audit & Risk and the acting Internal Audit manager are satisfied that the team is sufficiently resourced.
10 March 2022	8	Internal Audit Plan 2022/23	Councillor Patrick Redstone had concerns about the financial implications on Cheshire East Council in relation to the B4B programme.	Jane Burns David Brown	Update: A paper went to Shared Services Committee on the 25 March 2022. A briefing session for Cllr Redstone to be facilitated.
10 March 2022	9	Member Code of Conduct Sub-Committee Report (HPC)	David Brown to draft a letter to the Chair and Vice-Chair advising how much the Handforth complaints report cost with officer/member/external support costs factored in.	David Brown	Update: The information was circulated to the Working Group and is also on the transparency page of the Council website.
10 March 2022	13	Standing Item: Work Programme 2021/22 and 2022/23	The Chair and Vice Chair to meet John David, Interim Director of Infrastructure and Highways via Microsoft Teams to discuss potential items for this Committees Work Programme and shared with the Committee.	Helen Davies	Update: Helen to facilitate via Microsoft Teams with Chair and Vice-Chair, David Brown and John David.
10 March 2022	13	Standing Item: Work Programme 2021/22 and 2022/23	Consider if an item on the Smoothing Fund be added to this Committees Work Programme to review the decisions made by Finance Sub-Committee.	Alex Thompson	Update: To be considered on the 26 May 2022.



10 March 2022	13	Standing Item: Work Programme 2021/22 and 2022/23	An item on Reputational risk and assurances on the customer experience be added to this Committees Work Programme.	Helen Davies Josie Griffiths	Update: Risk Management Training to be facilitated in early June to better equip Members on approaching the subjects of reputational risk and customer experience.
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