

Audit and Governance Committee - Action Log
Date of Meeting: 28 July 2022

Meeting Date	Item No	Report Title	Action	Officer	Deadline for Action
28 July 2022	4	Minutes of the Previous Meeting	<p>Councillor Carol Bulman noted at the bottom of Page 11, there was a paragraph that related to closures between Pym's Lane and Flowers Lane Hospital Campus. Councillor Bulman had been made aware that an open letter had been sent on this matter and she felt this should be shared with the Committee.</p> <p>The Chair was aware of this matter and noted that she had no opportunity to speak to Councillor Rachel Bailey, who was unable to attend the meeting, but this was an item that could be taken away and shared with the Committee in due course.</p>	David Brown Councillor Margaret Simon	<p>Helen to speak to Chair Update: 29th September meeting- Councillor Bulman clarified it was the reply from the Chief Executive she wanted to see, not the original letter. The Monitoring Officer noted that when a Chief Executive is in communication with a Councillor there was an expectation of confidentiality.</p> <p>The Chair agreed to defer the item and speak with the Monitoring Officer outside of the meeting.</p> <p>No officer input needed. Councillors to resolve.</p>
29 th September 2022	6	Monitoring Officer Report	Ron Jones noted that the comparative data for complaints and compliments had a different trajectory. Complaints were	David Brown	Alan Ward, Complaints Support Officer to undertake analysis.

			previously 1753 and over 2334. Compliments had gone from 887 to 554. David Brown noted no data had been done on this yet, but he could respond to this query at the next meeting.		
29 th September 2022	6	Monitoring Officer Report	Ron Jones brought up the Use of Covert Human Intelligence Source (CHIS) and asked about the vetting and authorisation of officers to remain confidential. David Brown noted that whilst he couldn't give details of the process, test purchasing had recommenced and could be given to Members as a separate briefing in relation to Regulation of Investigatory Power (RIPA).	David Brown	Cheshire East have been contacted by Investigatory Powers Commissioners Office. A Remote desktop inspection expected imminently- report back to Committee.
29 th September 2022	6	Monitoring Officer Report	Councillor Andrew Kolker noted that Appendix 1 of the report: Feedback Received there were three stand out complaints in 2021 against 2022: 1) Legal (4 in 2021 vs 14 in 2022) 2) Democratic Services and Compliance (3 in 2021 vs 34 in 2022) 3) Registration Services (0 in 2021 vs 12 in 2022)	David Brown	Alan Ward, Complaints Support Officer to undertake analysis.

			Given these areas of work have similar administration he queried if there was a common thread. David Brown agreed to investigate this further and bring it back to the Committee.		
29 th September 2022	6	Monitoring Officer Report	Councillor Jos Saunders questioned that of the meetings scheduled how many were cancelled and were they in one particular area or was there a staff resourcing issue? (noting the council was carrying 230 vacancies). David Brown agreed to take this action away and bring back to the response to the Committee.	David Brown	Karen Shuker, Democratic Services Officer to undertake analysis.
29 th September 2022	6	Monitoring Officer Report	Councillor Jos Saunders requested statistical neighbour data and national figures to see how Cheshire East is performing against other areas in respect of: Local Government and Social Care Ombudsman (LGSCO) referrals and the fault with injustice.	David Brown	Alan Ward, Complaints Support Officer to undertake analysis.
29 th September 2022	7	Draft Annual Governance Statement 2021/22	David Brown agreed to provide the Committee with a detailed briefing note in respect of the All-Age Carers Hub urgent	David Brown	Brian Reed, Head of Governance and Democratic Services to provide further information.

			decision that was taken at Children & Families Committee on the 23 September 2022.		
29 th September 2022	11	Work programme	The Chair agreed to share an email received by a few Members on Section 106 funding with officers to advise if it was suitable for sharing with the wider Audit & Governance Committee to draw in wider governance. Councillor Carol Bulman advised she was going to respond to the email via the Members Enquiry Service (MES) to ensure no confidentiality would be broken and feedback to the email author in due course.	Councillor Margaret Simon & Councillor Carol Bulman	Section 106 Internal Audit has started- findings will feed back to this Committee and the Environment and Communities Committee to help inform further work via a Working Group.
29 th September 2022	11	Work programme	Mr. Ron Jones noted there was nothing in respect of disability or minority concerns on the Audit & Governance Work Programme. The Head of Audit and Risk agreed to speak to Ron Jones outside of the meeting.	Josie Griffiths.	Josie Griffiths to invite Ron Jones to meetings in relation to setting of next years A&G Plan.
29 th September 2022	11	Work programme	The Committee requested a briefing on the Customer Services Review be added to the Committee Work Programme to report back from the Head of Customer Services to the next meeting.	Helen Gerrard	Diane Moulson- to pull together training offer with Helen Gerrard. Helen followed up a training offer for Members with Diane Moulson, Member Training and Development



					and Helen Gerrard, Head of Customer Services.
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