

Appendix A

AGS Action Plan 2023/2024

Core CIPFA Governance Principle	Overall assessment	What's working well	Where we can improve (Priorities for 2023-2024)	Responsible Officer	Timeframe for completion
A. Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law		<ul style="list-style-type: none"> • Our values and behaviours (hyperlink) • Member Code of Conduct (hyperlink) • Council Meeting minutes (hyperlink) • Anti-Fraud & Corruption Strategy (hyperlink) • Anti-Fraud & Corruption Policy (hyperlink) • Fraud e-learning Course • Anti-Money Laundering Policy • Whistleblowing Policy (hyperlink) • Internal Audit reports • Register of Members' Interests (hyperlink) • Compliments, complaints and feedback Procedure (hyperlink) • Financial Regulations (hyperlink) 	<ul style="list-style-type: none"> • Monitor and continually improve our complaints procedure 	HoPC	Ongoing
			<ul style="list-style-type: none"> • Review of Whistleblowing Policy 	HoDT	Jan-24
			<ul style="list-style-type: none"> • Review Anti-Money Laundering Policy 	HoL/s151	Jan-24
			<ul style="list-style-type: none"> • Officer training on Anti-Fraud & Corruption Policy, Anti-Money Laundering Policy and Whistleblowing Policy 	HoDT	Ongoing
			<ul style="list-style-type: none"> • Preparation for new Environment Act Legislation 	HoL	Mar-24
			<ul style="list-style-type: none"> • Ensure that complaints are investigated and responded to within timeframes in Complaints Policy 	HoPC	Ongoing

		<ul style="list-style-type: none"> • Contract Standing Orders (hyperlink) • Grievance Policy and Procedure • Constitution (hyperlink) 	<ul style="list-style-type: none"> • Complete work currently underway to improve on lead times for finance and legal comments 	HoL	Nov-23
			<ul style="list-style-type: none"> • Reports to Committees will contain all information necessary to ensure that decisions are made taking into account the principles of rationality, legality and natural justice 	HoL	Nov-23
			<ul style="list-style-type: none"> • Resilience in the Monitoring Officer function 	HoL	Nov-23
B. Ensuring openness and comprehensive stakeholder engagement		<ul style="list-style-type: none"> • Public attendance at Council meetings • Constitution • Publication of all Committee and Council agendas and minutes (hyperlink) • Publicity and Media Protocol (hyperlink) • Public inspection of accounts 	<ul style="list-style-type: none"> • Training on Equality and Equality Impact Assessment on 19/09/23 for EMT Members 	EMT	Sept-23
			<ul style="list-style-type: none"> • Continuous and regular engagement with EMT by Information Governance Team, to reduce the number of overdue FOI requests 	EMT	Ongoing

		<ul style="list-style-type: none"> • FOI log / spreadsheet of overdue • Partnership Agreements • Public speaking in Committee meetings Equality Impact Assessment 	<ul style="list-style-type: none"> • Residents' Satisfaction Survey to be reviewed and assessed 	HoPC	Nov-23
			<ul style="list-style-type: none"> • Ongoing improvement of the planning function through KPIs 	CPO	Jan-24
C. Defining outcomes in terms of sustainable economic, social, and environmental benefits		<ul style="list-style-type: none"> • Council's values and behaviours • Annual Governance Statement • Statement of Accounts • External Auditors letter and report • Service Plans under the Future Tandridge Programme • Performance Management including regular reporting of key performance indicators • Project register • Climate Strategy and Action Plan • Evolving Procurement procedures – Contract Standing Orders 	<ul style="list-style-type: none"> • Publication of the Annual Governance Statement and update to the Code of Governance 	HoL	Nov-23
			<ul style="list-style-type: none"> • Continue to deliver the Climate Emergency Strategy Sustainable Procurement Policy 	HoPC	Jan-24
			<ul style="list-style-type: none"> • Update on Climate Emergency Strategy and Action Plan 	HoPC	Jan-24
			<ul style="list-style-type: none"> • Prepare for new Environment Act legislation 	HoL	Nov-23
			<ul style="list-style-type: none"> • Prepare for Biodiversity and Net Gain 	HoPC	Jan-24

			<ul style="list-style-type: none"> Continue FTP workstreams to review service plans and deliver savings targets 	S151	Ongoing
D. Determining the interventions necessary to optimise the achievement of the intended outcomes		<ul style="list-style-type: none"> Risk Management reports to Committees Medium Term Financial Plan Regular financial and performance reporting to Committees Business Continuity Plans Disaster recovery arrangements and emergency plan Council strategies & policies Statutory returns to government The Council has LGA, SOLACE and CIPFA membership to ensure best practice. TOM Group 	<ul style="list-style-type: none"> Continuously review our Council policies and strategies 	HoL/s151	Ongoing
			<ul style="list-style-type: none"> Development of Planning Performance Agreements processes 	CPO	Jan-24
			<ul style="list-style-type: none"> Develop Strategic Plan 	HoPC	May-24
			<ul style="list-style-type: none"> Continue work on the Corporate Business Continuity Plan, and service plans 	HoPC	Jan-24
			<ul style="list-style-type: none"> Continue to survey external environment to ensure that MTFP reflects any changes to the environment Ensure that risk registers are updated regularly and that service plans reflect measures to mitigate against key risks 	S151	Ongoing

E. Developing the entity's capacity, including the capability of its leadership and the individuals within it		<ul style="list-style-type: none"> Quarterly Check-ins and 1-1s with Officers and their line Managers Exit interviews Mental Health First Aiders Effective induction programme for Officers and Councillors Constitution Councillor/Officer Protocol (Codes of Conduct) Councillor training and development Occupational Health provider Schemes of delegation for Officers Staff consultation- Staff Forum Health and Safety Policy Set of corporate values and behaviours Future Tandridge Programme Executive Management Team away days 	<ul style="list-style-type: none"> Continually monitor and improve Councillor training and induction 	HoL	Ongoing
			<ul style="list-style-type: none"> Developing the Mental Health First Aider Group to ensure they support individuals with their physical and mental wellbeing 	HoDT	Nov-23
			<ul style="list-style-type: none"> Continually review external resources available to Officers to support health and wellbeing, and signpost 	HoDT	Nov-23
			<ul style="list-style-type: none"> Review Constitution at regular intervals 	HoL	Nov-23 May-24
			<ul style="list-style-type: none"> Review scheme of delegation at regular intervals 	HoL	Nov-23 Mar-24

F. Managing risks and performance through robust internal control and strong public financial management		<ul style="list-style-type: none"> • Regular reporting to Audit and Scrutiny Committee • Statutory Officers meetings • Terms of reference within Constitution • Financial Regulations • Contract Standing orders • Internal Audit Charter • Regular reporting and provision of information to Audit and Scrutiny Committee including: Chief Internal Auditor's annual report • Individual audit reports • Regular progress reports on results of internal audit work • Anti-fraud and Corruption And Bribery Policy & Strategy • Annual Governance Statement • Information governance Meetings • Regular financial and performance reporting to Committees 	<ul style="list-style-type: none"> • Ensure robust and integrated risk management arrangements are in place and regularly reviewed to ensure that they are working effectively 	S151	Ongoing
			<ul style="list-style-type: none"> • Risk Management to be embedded into the culture of the Council 	S151	Ongoing
			<ul style="list-style-type: none"> • EMT to regularly review efficacy of anti-fraud and corruption measures 	EMT	Monthly
			<ul style="list-style-type: none"> • Feedback from Information Governance meetings to be provided to EMT and then cascaded down to service areas 	HoL/EMT	Monthly
			<ul style="list-style-type: none"> • RIPA refresher training and training for new Officers 	HoL	May-24

		<ul style="list-style-type: none"> • Medium Term Financial Plan • Quarterly performance and financial monitoring reports to Committees • Cyber risk training (Elearning) • IT & Social media Policies • RIPA Policy 	<ul style="list-style-type: none"> • Cyber security training for all Officers 	HoDT	Nov-23
			<ul style="list-style-type: none"> • Contents of reviewed IT Policies to be communicated to all Officers • Officer training on Social Media Policy 	HoDT	Jan-24
G. Implementing good practices in transparency, reporting, and audit to deliver effective accountability		<ul style="list-style-type: none"> • Information Governance Group • Audit and Scrutiny Committee • Regular provision of information to Audit and Scrutiny Committee • Annual Governance Statement • Internal Audit Charter • Chief Internal Auditor annual report • Individual audit reports • Regular progress reports on results of internal audit work • Quarterly financial and performance reporting Reports 	<ul style="list-style-type: none"> • Continue to monitor GDPR 	EMT	Ongoing
			<ul style="list-style-type: none"> • Officer training to reduce data breaches 		
			<ul style="list-style-type: none"> • Actions from previous AGS to be monitored quarterly by EMT. 		
			<ul style="list-style-type: none"> • Review outcome of External Assessment of Internal Audit and develop action plan for implementation of any agreed enhancements 		

			<ul style="list-style-type: none"> • Review of Constitution Standing Orders 		
			<ul style="list-style-type: none"> • Information Government team to review reasons for overdue FOIs and consider measures to reduce the number of overdue FOIs 		