

Corporate Improvement Plan - Action Tracker



Document
Owner:

11/03/2022

Action Reference	Action Description	Priority	Action Source Document	ELT Lead	Delivery Officer	Due Date	Status	Percentage Complete	Quarter 3 2021/22	Quarter 4 2021/22
3	Explore use of 360 degree staff appraisal tools / Review staff 'check-in' process	High	Annual Governance Statement	HofL	HR Lead Specialist	31/01/2022	Delayed		* 29/12/21 - part of workstreams in the FTP to be completed January to March 2022. * 23/09/2021 - add "review staff check-in process" to reflect development of HR & C19 audit action. * 20/09/2021 - confirmed as ongoing in 20/21 AGS. Added HR lead spec. as delivery officer.	* 29.01.22 Appraisals added as action point within workstream 1 and 3 of the new Future Tandridge Programme
9	Ensure compliance with mandatory fraud awareness training	High	Annual Governance Statement	EHofC, HofL	Sally Bayliss, Shannon Davies	31/03/2022	delayed	10%	* 20/09/21 Will discuss further training requirements at the next Communities DLT and at the next CIB meeting. * 17/09/21 - as part of the fraud audit fieldwork the PMO ascertained that a general counter-fraud e-learning course had not be uploaded to Workrite, although a cyber one is in the process of being loaded on the system. PMO raised a case for HR 19/09/21 to ask Workrite if they provide a course, if so he will draft a training request for HoL & EHofC to review.	*18/02/22 Fraud awareness course identified via commercial training provider but on review found to be inappropriate. Further enquiries being made with Workrite and Surrey Learning Partnership and approach to other D&Bs for recommendations. Specialist Fraud Training for Revs and Bens and Housing Fraud to be included in SLA currently being negotiated with RBBC.
10	10. Adopt a Code of Governance, bringing together in one place all elements of the Council's governance system.	High	Annual Governance Statement	HofL	Will Mace	30/03/2022			* 20/09/2021 - Marked as ongoing in 20/21 AGS.	* 05/01/22 - new format drafted and action now being tracked via internal audit action tracker
12	Keep under review the governance arrangements of the Gryllus Holdings Ltd Board to ensure that it is proportionate and reflects best practice for local authority property companies	High	Annual Governance Statement, External Review of Governance	EHofC, S151	Kate Haacke	28/02/2022		0%	* 20/09/21 - marked as ongoing in 20/21 AGS.	
13	Deliver all Health & Safety improvement actions due in 2021/22, as per the recent internal audit, and include a summary of Health & Safety governance in the next edition of the annual governance statement.	High	Annual Governance Statement	EHofC	Nic Martlew, Nikki Tagg	30/03/2022			* 20/09/2021 - New action added to 21/22 AGS action plan.	
18	Complete review of Housing Revenue Account (HRA)	High	Annual Governance Statement	CFO	Verity Royle				* 20/09/2021 - Marked as ongoing in 20/21 AGS.	

30	27. Chief Executive and Executive Team to review the Strategic Plan with Councillors to ensure it reflects the Council's priorities with respect to its resources and capacity.	High	Annual Governance Statement	CE	David Ford	30/06/2022	on track		* 20/09/2021 - New action added to 21/22 AGS action plan. Also covers any outstanding elements of the following closed action from the 19/20 AGS action plan: "Each service committee to review key performance indicators and risks relevant to their terms of reference and respective strategic plan actions."	
32	Implement Customer First Audit Management Actions	High	Annual Governance Statement	CE, HofL	Will Mace, HR Lead Specialist	30/04/2022	on track	5%	* 20/09/21 - in draft 20/21 AGS this was listed as complete, yet was an error as there are still management actions outstanding from the CF audit, some of which relate to finance. Hence PMO moved action in AGS to 'actions to be taken in 2021-2022'. Hence now confirmed as ongoing in 20/21 AGS - WM updated on modgov 20/09/21 11:30 and re-released to dem services.	* 05/01/21 - actions updated and all are being tracked via internal audit action tracker. * 29/11/21: updates provided for HR actions in Internal Audit action tracker 29/11/21.
34	Review and agree actions to address any issues arising from Equal Pay Audit	High		HofL	Katy Meakin	31/03/2021	Delayed		*10/03/22 - will be reviewed in April 2022	
36	Transparency: Publish officer gifts & hospitality register	High	Statutory Responsibilities	HofL	Katy Meakin	31/03/2021	Delayed	N/A	*10/03/22 - will be reviewed in April 2022	
37	Transparency: Review publication scheme	High	Statutory Responsibilities	HofL		31/03/2021	Delayed		22/09/2021 - GV comment: The transparency code is a legal requirement and has always sat with legal. I stepped in to support and help Heather Wills with this piece of work. It is the responsibility of ELT and SLT to ensure the information is up to date	
48	Health and Safety (H&S): Implement H&S audit management actions and the Council's H&S Project	High	Statutory Responsibilities	EHofC	Nic Martlew	30/10/2022	On track	0%	* After review as part of our SIAP H&S audit, this action has been updated as follows: - Description updated to include completion of H&S Project (approved Jul 21); - Deadline amended from end of Jul 2021 to Sep 2022 to correspond with the final action deadline dates in the SIAP audit when these and the Project will be completed. Hence this action is on track. However to clarify, a H&S audit was started by the Council's competent person in 2019 and drafts sent later in the year, yet this was not concluded as a final report due to Covid-19. Therefore it has been supersede by the SIAP audit and the Project, which will include recommendations from the competent person as they will report into the Project and H&S Committee.	
50	Transparency: Check procurement card spend data	High	CIP v1: Statutory Responsibilities	CFO	Verity Royle	30/06/2021	N/A	N/A		

52	Emergency planning / business continuity: Review and update processes, procedures and all plans.	High	Statutory Responsibilities	EHofC	Chris Hobbs	30/09/2021	Delayed	<div style="width: 80%; height: 15px; background-color: green;"></div> 80%	*BCP's have been updated, audit to follow in quarter one 22/23. Emergency plans are upto date. Two plans still to be completed, Multi Agency Flood Plan Part 2 and Emergency Assistance Centre Plan
55	Transparency: Update/ correct fraud data	High	CIP v1: Statutory Responsibilities	CFO	Verity Royle	30/09/2021	On track		
58	Identify capacity and develop a plan for infrastructure planning and liaison	High		CPO	Cliff Thurlow	30/05/2021	Delayed		
62	Safeguarding: complete actions from safeguarding audit	High	Statutory Responsibilities	EHofC	Amanda Bird	29/06/2022	on track	<div style="width: 5%; height: 15px; background-color: green;"></div> 5%	
69	Covid-19 impact review: Impact on building occupancy	High		EHofC	Kate Haacke	31/04/2022	On track	<div style="width: 0%; height: 15px; background-color: green;"></div> 0%	
77	Implement new stock condition survey software for Comm. Surveyors	High	Climate Change Action Plan	EHofC	Mel Thompson	30/06/2022			
78	Complete review and upgrades to staff intranet (inc. policies and procedures directories)	High	Communication s team activity	CE	Giuseppina Valenza	30/03/2022	Delayed		18/02/22 - The intranet is under review and will be upgraded later this year. Other competing priorities have taken priority.
79	Update Project Management Handbook	High	PM Briefing Note to A&S Ctte	CFO	Will Mace	31/12/2021	Delayed		
80	Confirm most effective corporate project board arrangements given new governance structures. For instance a corporate board and DLT boards.	High	PM Briefing Note to A&S Ctte	CFO	Will Mace	31/12/2021	Delayed		
81	Review scheme of delegation to ascertain appropriate sign-off levels for new corporate projects.	High	PM Briefing Note to A&S Ctte	HofL	Will Mace	31/12/2021	Delayed		