

INFORMATION NOTE

Corporate Governance Action Plan Update

Area Requiring Action	Senior Responsible Officer	Progress update	Status	Completion Date
As a result of a recommended action by the Planning Advisory Service (PSA) Provide briefings on the Complaints Procedure and provide conflict resolution and customer care training for officers involved in complaint handling	Alex Scrivens (Corporate Team)	<p>This work has now been completed. A new online complaints reporting procedure has been developed to make the stages of complaint handling more intuitive.</p> <p>A corporate training module has been developed for staff which incorporates complaints handling. It is about to be launched with a completion date set for 31st January 2022</p>	Completed	31 st January 2022

<p>As a result of a recommendation by PAS consider a targeted Planning Peer Review by the Planning Advisory Service</p>	<p>Mark Evans (Planning)</p>	<p>This action has been discussed with the Leadership Board and is now scheduled to take place within 2022/23</p>	<p>On-going</p>	<p>TBD</p>
<p>GDPR – updating of key policies & procedures, provision of support & awareness raising to assist managers in meeting their compliance obligations</p>	<p>Ian Curtis (DPO) and Ben McCabe (Deputy DPO)</p>	<p>Three key policies have been updated within the last two years, i.e.:</p> <p>Data Retention Policy: August 2021 Data Assurance Policy: September 2020 Information Governance Framework: January 2020</p> <p>Support and awareness raising is ongoing. This is a continuing commitment to maintain awareness levels.</p>	<p>Completed</p> <p>On-going</p>	<p>31 March 2022</p>
<p>Core Competencies Review 'Fylde 2024' initiative</p>	<p>Corporate Team</p>	<p>Core competencies reviewed and to be re-presented to corporate management team for discussion and adoption.</p>	<p>To be carried forward</p>	<p>31 March 2022</p>

	<p>Actions as a result of Covid-19 to consider the longer-term implications of agile working with a view to re-setting the culture and behaviours of the council</p>	<p>Alex Scrivens (Corporate Team)</p>	<p>The Corporate Team has worked with the HR Service to develop a hybrid working model. This involves structuring work in a different way in terms of communication, hours, and physical locations to enable staff to be as productive as possible no matter where, when or who they work with.</p>	<p>Completed</p>	<p>31st March 2022</p>	
	<p>Incorporate governance changes agreed by the council as a part of the Local Government Boundary Commission (LGBC) submission within the Constitution for formal approval and complete three-yearly Constitution Review</p>	<p>Tracy Manning (Director of Resources)</p>	<p>The principles of a revised governance framework have been agreed by the council as a part of the submission to the LGBC. These proposals will require incorporation into a revised version of the Constitution in preparedness for implementation post 2023 elections. This work will require to be instigated early in 2022 in readiness. The Constitution three-yearly review will also be incorporated at the same time.</p> <p>Both pieces of work will be taken forward by the Monitoring Officer in consultation with a Constitution Review Working Group which the Audit and Standards Committee will be invited to</p>	<p>Completed (establishment of Working Party)</p>	<p>17th March 2023</p>	

		appoint at its 17 March 2023 meeting		
Service Planning	Tracy Manning/ Paul Walker (Service Directors)	Service Plan for the Resources Directorate complete. No Service Plan completed for the Development Services Directorate due to imminent management changes. Note: this action was paused to allow the new management structure to be implemented in order that future Service Planning can follow this model.	Partially completed	Paused
Fraud Awareness	Corporate Fraud Team	To undertake corporate fraud training for council staff to raise awareness for the potential for fraud and the systems in place for elevating and reporting any concerns. It has been agreed with the Fraud Manager that this training will be organised early in the New Year.	Completed	30 th January 2022
Health and safety	Corporate Health and Safety Team	A number of departmental audits have taken place.	Completed	31 st March 2022
Head of Internal Audit Opinion – Limitation of Scope	Tracy Manning (Director of Resources)	To take action to ensure sufficient internal audit work is undertaken to gain assurance during 2021/22 to issue a full Head of Internal Audit opinion. There is sufficient	Completed	31 st March 2022

		evidence to issue a Head of Internal Audit Opinion for 2021/22.			
FURTHER INFORMATION AVAILABLE FROM Contact: Deputy Chief Executive					