

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>	In-progress	31 st January 2022

As a result of a recommendation by PAS consider a targeted Planning Peer Review by the Planning Advisory Service	Mark Evans (Planning)	Action carried forward from the 2020/21 Corporate Governance Action Plan. Corporate Management Team has recommended that senior members are consulted on whether a peer planning review would be supported at this time. There are complexities in that resources are being concentrated on the implementation of a new planning system in 2021/22, so any peer review would be better timed in 2022/23, if supported.	On-going	31 st March 2022
GDPR – updating of key policies & procedures, provision of support & awareness raising to assist managers in meeting their compliance obligations	Ian Curtis (DPO) and Ben McCabe (Deputy DPO)	<p>Three key policies have been updated within the last two years, i.e.:</p> <p>Data Retention Policy: August 2021</p> <p>Data Assurance Policy: September 2020</p> <p>Information Governance Framework: January 2020</p> <p>Support and awareness raising is ongoing.</p>	<p>Completed</p> <p>On-going</p>	<p>31 March 2022</p>
Core Competencies Review ‘Fylde 2024’ initiative	Kirstine Riding (Housing Manager)	Core competencies reviewed and to be re-presented to corporate management team for discussion and adoption.	In-progress	30 th November 2021

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	Alex Scrivens (Corporate Team)	The Corporate Team are currently working with the HR Service developing a model for hybrid working. This will provide an overview of the key considerations of developing a way of structuring work, communication, hours, and physical locations to enable staff to be as productive as possible no matter where, when or who they work with. Work has already commenced on a three-month trial of home and hybrid working solutions running the end of this calendar year.	In-progress	31 st March 2022
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	Tracy Manning (Director of Resources)	<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 appoint at its 17 March 2023 meeting</p>	In-progress	17 th March 2023

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. It is suggested that this action is 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.	Outstanding	31 st October 2021 Revised date 30 th January 2022
Health and safety	Corporate Health and Safety Team	Service Directors have agreed a schedule of departmental audits.	In-progress	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 a standing item on management team on the subject of governance. Tracy Manning raises issues with colleagues on a regular basis to seeks to ensure that all managers are aware of	In-progress	31 st March 2022

		the need to meet the timetable of reviews set out within the audit plan. The Corporate Governance Group continues to meet on a regular basis to review issues relating to audit, governance and risk.		
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FURTHER INFORMATION AVAILABLE FROM

Contact: Director of Resources