

Implemented/Finished

No.	Due Date	Completed Date	Meeting Date	Agenda Item	Description	Action	Outcome	Owner
1	25.07.19	-	21.03.19	4	Corporate Complaints – six-monthly update	To include specific examples of lessons learnt and of management taking steps to improve service quality after receiving complaints.	To be covered in future report	Head of Performance & Service Improvement
2	25.07.19	-	21.03.19	4	Corporate Complaints – six-monthly update	To detail self-service portal updates in future reports.	To be covered in future report	Head of Performance & Service Improvement
3	25.07.19	-	21.03.19	4	Corporate Complaints – six-monthly update	Future reports would contain reasons for statistics, trends and comparative data with other local authorities.	To be covered in future report	Head of Performance & Service Improvement
4	25.07.19	-	21.03.19	4	Corporate Complaints – six-monthly update	To review possibility of including equalities data and potential discrimination of protected groups in future reports.	To be covered in future report	Head of Performance & Service Improvement
5	25.07.19	-	21.03.19	4	Corporate Complaints – six-monthly update	Future reports to include further data on and actions to tackle SAR responses.	To be covered in future report	Head of Performance & Service Improvement
6	25.07.19	13.06.19	21.03.19	5	Corporate Risk Register Q4 2018/19	To report back on when the Borough Risk Register was last audited.	To be provided outside the meeting	Risk Manager / Head of IACF
7	July 2019	-	26.07.18	6	Public Inspection 2017/18	The <i>Intelligence, Digital and Information Governance Management Sub-Group</i> would consider responses to Public Inspection, benchmarking against other local authorities and report back.	To be covered in future report	Assistant Director for Strategic Finance
8	25.07.19	-	21.03.19	6	Audit and Investigations Update	Owners of Agreed recommendations would provide more detailed explanations for delay in future reports.	To be covered in future report	Head of IACF
9	25.07.19	17.07.19	21.03.19	5	Corporate Risk Register Q4 2018/19	To provide guidance of how the Committee could review HfL arrangements.	To be provided outside the meeting	Risk Manager

No.	Due Date	Completed Date	Meeting Date	Agenda Item	Description	Action	Outcome	Owner
10	26.09.19	01.08.19	25.07.19	10	Children's Social Care – Risk Management	To circulate a report on placements to Members.	To be provided outside the meeting	Director for Children's Social Care
11	06.12.18	11.06.19	27.09.18	12	Audit Committee Effectiveness	The Committee agreed to undertake recommendation 3, skills analysis, to be completed prior to the December meeting.	To be provided outside the meeting	Interim Head of Internal Audit and Counter Fraud
12	Ongoing	24.10.19	21.03.18	4	Housing Fire Safety Update	To provide reports on fire safety and on the feasibility of installing sprinklers pending Cabinet Member decision.	To be reported outside the meeting	Director for Housing
13	Pending above	14.11.19	27.09.18	12	Audit Committee Effectiveness	The Committee would subsequently undertake 1 and 2 following on from the results of the self-assessment (training programme and/or extra independent member).	To be provided outside the meeting	Interim Head of Internal Audit and Counter Fraud
14	21.03.19	06.11.19	24.01.19	6	Procurement Update	To review what procurement data be published and how this was accessed.	To be provided outside the meeting	Head of Procurement
15	21.03.19	06.11.19	24.01.19	6	Procurement Update	The Head of Procurement would discuss the points raised by Councillor Briggs with him and send on to Committee members.	To be provided outside the meeting	Head of Procurement
16	Ongoing	14.11.19	24.01.19	10	Six monthly Workforce Management Review	A separate briefing would be provided outside the Committee on agency workers and sickness rates.	To be covered in future reports	Interim Director for HR and OD/Democratic Services
17	26.09.19	06.11.19	25.07.19	5	Public Inspection	To provide further information on the default public information/data sharing and transparency.	To be provided outside the meeting	Interim Strategic Director for Finance and Investment