

Appendix E – Annual Governance Statement 2020/21 Recently Completed Actions, Request for Revised Due Date and Overdue actions

Code	Description	Status	Progress	Latest Note	Original Due Date	Due Date
21 AGS 01	Training on the Members' Code will need to be provided again by the new Head of Governance	Complete	100%	16-Feb-2022 Training was provided to Members on 20th January 2022 by the Monitoring Officer. The session was also recorded	31 Mar 2022	31 Mar 2022
21 AGS 02	The Register of Interest needs updating as it was last updated in February 2019.	Complete	100%	16-May-2022 The registers of interests on the website for both District Councillors and Parish Councillors are up-to-date with the registers of interests that we have received	31 Mar 2022	31 Mar 2022
21 AGS 03	Undertake a review of the Complaints Procedure to confirm that it is operating effectively	Complete	100%	14-Sep-2022 This action is now complete. The feedback process was mapped which resulted in a new Firmstep form to report complaints, compliments and comments. A recent Audit report of W&R gave assurance of the complaint procedure. The team will continually review the process ongoing	31-Mar-2022	31-Dec-2022

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21 AGS 04	Undertake more periodic staff surveys to get a current view on how staff are feeling, and identify if staff have any issues, concerns or trends in areas such as Equality & Diversity, Bullying, Harassment, level of stress	Complete	100%	01-Jun-2022 We have just undertaken a comprehensive staff welling survey, of which the results are being analysed. These surveys will continue on a regular basis	31 Mar 2022	31 Mar 2022
21 AGS 05	Produce the Annual Equality Report which is a legal requirement	In progress	75%	14-Dec-2021 The community data has been uploaded to the NDC website. Further data on the Council workforce to follow.	31 Mar 2022	31 Dec 2022
21 AGS 06	The Constitution will need to be updated to reflect the recent governance changes	Complete	100%	11-Nov-2021 Closure Note: The Monitoring Officer confirms that the Constitution for the purposes of this audit recommendations has been updated.	30 Nov 2021	30 Nov 2021

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21 AGS 07	The Council should consider how to report more clearly how our budget is spent and the impact it is having	In progress	25%	Delivery has been delayed by the restructure of the Finance Team. Currently looked at best practice at other Councils.	31 Mar 2022	30 Jun 2023
21 AGS 08	Remove the Browse Forward Plans with key decision notifications off the website as it contains no current information	Complete	100%	07-Dec-2021 Our software supplier has now removed this.	30 Nov 2021	30 Nov 2021
21 AGS 09	Update the Freedom of Information statistics as there is only coverage up to September 2020	Complete	100%	11-Nov-2021 The Monitoring Officer confirms that the FOI Stats are now up to date: https://www.northdevon.gov.uk/council/data-protection-and-freedom-of-information/freedom-of-information-statistics/	31 Dec 2021	31 Dec 2021

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21 AGS 10	Discuss the LGA CPCs Follow Up review recommendations with Council officers when it is completed	Complete	100%	16-Feb-2022 CPCs original and final report was presented to Full Council in January 2022 and members noted the two reports and officers to publish them accordingly. The reports were also circulated to all staff.	31 Dec 2021	31 Dec 2021
21 AGS 11	Consider whether there is a need for a communication & engagement strategy to ensure the Council is reaching out to the community and is accessible in its communications	In progress	60%	Currently working on a draft community engagement vision for SMT's consideration	31 Mar 2022	31 Jul 2023
21 AGS 12	Review & update the Corporate Plan and council priorities	Complete	100%	16-Feb-2022 Two Member workshops have been held to review the Corporate Plan and this also included engagement on the Programmes which look to deliver on the Council priorities.	31 Dec 2021	31 Dec 2021

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21 AGS 13	Progress the recommendations within the Devon Districts Procurement Strategy & update the Procurement Sustainability Strategy	In progress	40%	Procurement has been restructured within the Legal Team and a new Procurement Officer has been appointed. The Procurement Working Group has been re-established following these changes and will now progress this recommendation.	31 Mar 2022	30 Sep 2023
21 AGS 14	Consider how to provide more summary information for the public on Council Performance, Performance and Financial Management & PIs as there is no easy access to information on delivery against priorities, plans or indicators	In progress	25%	26-May-2022 Heads of Service are currently reviewing their performance indicators. The publishing of summary information is within phase 2 of the financial security programme and will be produced in line with the 22/23 Statement of Accounts.	31 Mar 2022	31 May 2023

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21 AGS 15	Re-review the core performance indicators to confirm that they can be used to monitor and report performance in all important sectors	In progress	55%	Our existing suite of KPIs and local indicators have been reviewed, resulting in a significant reduction in those lagging performance indicators and officer time to collate and update the system. We have reached out to the LGA and are taking part this month in round table discussion with 5 other local authorities to share good practice. In addition to this our Internal Audit Team, Devon Audit Partnership, have also arranged a performance management session with some of their local customers.	31 Mar 2022	31 Mar 2023
21 AGS16	Undertake a compliance assessment against the new Financial Management Code as required by CIFPA	Complete	100%	The assessment has now been completed and has been sent to internal and external auditors for comment, prior to being reported to the Governance Committee.	31 Mar 2022	31 Jan 2023