

Agenda Item 6 – Action/recommendation tracker

Items from the Audit & Governance Committee held on 12th September 2022

Agenda Item	Action/recommendation	Update/Status
Audit and Governance Committee Terms of Reference update	The updated Terms of Reference for the Committee were recommended to Full Council for approval	Complete – approved by Full Council on 29 th September 2022.
Local Government Ombudsman summary of complaints	<ul style="list-style-type: none"> • The Officer agreed to come back to the Committee with answers to the following questions: <ul style="list-style-type: none"> ○ What did the complaint listed as other relate to? ○ Do we do any learning from cases? ○ How much did these complaints cost us? ○ Why was the Council late to comply in one case? • That the report plus answers to the questions above should be circulated to all Councillors, and that this be added to the recommendation. 	<p>Complete – the Monitoring Officer circulated answers to the questions listed to all Councillors on 23rd September 2022. Responses were as follows:</p> <p><u>What did the complaint listed as other relate to?</u> The ‘other’ listed in table one was a complaint received by the LGO, but they refused it as it fell outside of their remit (and therefore outside of their reporting functions). It was referred to the Housing Ombudsman.</p> <p><u>Do we do any learning from cases?</u> Yes we do learn from cases that are upheld by the Ombudsman. Learning from the 6 upheld cases this year was included in the information circulated to all Members</p> <p><u>How much did these complaints cost us?</u> There were 4 cases requiring remedy payments, totalling £1,173.00.</p>

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		<p><u>Why was the Council late to comply in one case?</u> The case concerned required compliance within one month of the decision being issued with a remedy due date of 1st February 2022. The apology letter was issued on 28th January 2022 but payment was not made until 3rd February 2022, so the LGO record this as late compliance.</p>
Health & Safety Update	Whether a copy of the Display Screen Equipment (DSE) information given to officers could be shared with Councillors to help them with their work environment at home.	Update to be provided at the Committee meeting
Health & Safety Update	With regard to the risks around abuse and threatening behaviour towards Councillors and how Councillors could keep themselves safe, officers confirmed that information on personal safety was sent around to all councillors recently and that they would revisit the information on the Local Government Association website and circulate any further useful information including how to de-escalate a situation.	In progress – further information to be circulated to all Members in the next ethical newsletter.