

AGS ACTION PLAN FOR 2022/23 FOR IMPLEMENTATION DURING 2023/24

No	Findings	Actions	Lead Officers	Additional comments
1.	<p>Ongoing savings proposals, budget constraints and continued strategic management of organisational changes.</p> <p><i>Ongoing from 21/22 AGS</i></p>	<p>Continued management/reduction of budgets, revised structures and commercial/business approach which links to the continued development and implementation of revised governance framework.</p> <p>Further consultations on future savings where necessary.</p>	<ul style="list-style-type: none"> • Chief Executive • SMT 	
2.	<p>All internal audits consist of an ethics questionnaire that is sent to a sample of staff in the team/areas being audited to demonstrate their understanding of corporate policies and whether staff feel supported.</p> <p>In a small number of responses returned it was noted that:</p> <ul style="list-style-type: none"> • <u>A very low number of staff</u> had not completed their essential learning • <u>A very low number of staff</u> were not aware of the fraud awareness training module on Ollie. 	<p>Reports to SMT detailing levels of essential learning completion to continue.</p> <p>Investigation Team to re-publicise fraud related training on Ollie and will monitor levels of completion.</p>	<ul style="list-style-type: none"> • SMT/SDM • Policy & Development Manager • Audit & Governance Lead Manager 	<p>The Investigation Team (part of Audit & Governance) have re-publicised fraud related training in a number of ways including:</p> <ul style="list-style-type: none"> • The Investigation Team provide part of the face-to-face induction sessions for new starters • Reminders have been included in Staff News • Adhoc reports of completions have been provides by Policy & Development • Policy & Development publicise as part of their general offering <p>The current Fraud Prevention training is being updated and it is hoped refreshed</p>

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	<p>These findings have been shared when discussing individual audit reports with relevant SDM's and Directors and taken to SMT as part of reporting corporate recommendations.</p>			<p>training will be provided in 24/25. Once available the course will be publicised take completions monitored.</p>
3.	<p>The results of the annual governance certification process highlighted that in a small number of service areas there were reductions in appropriate skilled staff numbers. Challenges faced in recruiting (seen across the local government sector) have resulted in a small number of single points of failure or some minimal use of agency staff.</p> <p>Service Delivery Managers are aware of these issues and are putting measures in place to try and mitigate this including upskilling existing staff.</p> <p><i>Ongoing from 21/22 AGS</i></p>	<p>Number of initiatives in place including service and workforce planning, apprenticeship scheme, etc.</p> <p>Organisational Development team have introduced new Leadership & Management training and learning programme. This will be rolled out in the Spring of 2023.</p> <p>Additional recruiting measures being used via social media platforms.</p> <p>Continued improvements to recruitment materials and recruitment processes to encourage applications from a diverse range of applicants.</p>	<ul style="list-style-type: none"> • Chief Executive • Director of Finance & Human Resources • Policy & Development Manager 	
4.	<p>The results of the annual governance certification process have highlighted that a small number of service areas have experienced data breaches</p>	<p>Information Governance to:</p> <ul style="list-style-type: none"> • Ensure lessons are learnt after each breach and suggested improvements communicated corporately where applicable. 	<ul style="list-style-type: none"> • SIRO/SMT • SDM's • Audit & Governance Lead Manager 	<p>All of the actions detailed have been in place throughout 2023/24.</p> <p>In addition, the Council has invested in a new secure email system which has</p>

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	<p>and/or incidents (known as near misses)in respect to personal data.</p> <p>It should be noted that the nature of the breaches that have occurred are such that none of them met the reporting threshold for referral to the Information Commissioners Office (ICO) and therefore no ICO action has been taken against the Council.</p> <p>Where data breaches have been experienced, these have been reported to the Information Governance Team and managers have changed processes and procedures, where possible, based on lessons learned to prevent similar breaches occurring.</p> <p><i>Ongoing from 21/22 AGS</i></p>	<ul style="list-style-type: none"> • Continue to review current training materials. • Continue to publicise the updated Information Security Breach Procedure to all staff – available on the Council’s intranet. • Continue to report any breaches to the individual Director as and when they occur • Continue to report any significant near misses to the individual Director as and when they occur • Continue to report to Senior Management Team meetings on a regular basis in respect of breaches and near misses • Continue to publicise the need to complete the updated OLLIE training in respect of protecting personal information 		<p>been implemented. It is hoped that this system will assist in reducing the number of data breaches still further.</p>
5	<p>A very small number of managers confirmed that their service’s internal intranet and website content required updating.</p>	<p>Further reminder to be sent to SDM’s on keeping the intranet and website content up to date.</p>	SDM’s	<p>Corporate Communications and External Affairs Team to send reminder to all editors and SDM’s to regularly check their content.</p>