

Date	Item/Raised by	Subject	Responsible Officer	Outcome
30/03/23	Agenda Item: 4	<p>Update on Compliments, Comments and Complaints Management Report</p> <p>Update provided on a six-monthly basis to the Committee. Scrutiny of performance, rather than application of policy, will be conducted through Performance Scrutiny Committees.</p>	Complaints Resolution Manager	To be provided to GAC December 2023
30/03/23	Agenda Item: 5	<p>Corporate Risk Register</p> <ol style="list-style-type: none"> 1. The Chief Education Officer was requested to provide a response in relation to Page 65 of the report pack concerning the failure to deliver the strategic objectives due to the cost pressures in schools and increased budget deficit. 2. The Performance and Programme Manager to provide a more detailed breakdown of the service level risks set out in Appendix 2 to the Committee. 	<p>Chief Education Officer</p> <p>Performance and Programme Manager</p>	
30/03/23	Agenda Item 6:	<p>Lessons Learned 2021/22: Accounts Closedown and Financial Statements Preparation</p> <p>An action plan be incorporated in future reports to highlight all those items that were being adopted.</p>	Senior Finance Business Partner (Chief Accountant)	
26/01/23	<p>Agenda Item: 3</p> <p>Call In the Strategic Director of Environment and Sustainability and Head of Service re the PTU Taxi Contracts</p>	<ol style="list-style-type: none"> 1. That Education is contacted to ensure that the process for regular monitoring and escalating issues is clearly defined and mutually understood. 	Head of City Services	

	resulting in Second Unsatisfactory Opinion	<ol style="list-style-type: none"> 2. That the lead time given by the CTX system flagging up when a DBS check was due for renewal is confirmed. 3. That an internal working group is considered for further development to formalise the collaborative approach to monitoring and problem solving. 4. A written update report be provided to the Committee in 3 months time to provide an update to include; up to date facts and figures, DBS Checks for drivers and escorts and an indication of what continuation training was in place 5. The Strategic Director and Head of Service attend Committee in 6 months time to provide a further update. 	<p>Head of City Services</p> <p>Head of City Services</p> <p>Head of City Services</p> <p>Strategic Director for Environment and Sustainability / Head of City Services</p>	
26/01/23	Agenda Item 4: Update on Call in of Director of Social Services and Head of Service re the internal Audit of Adoption Allowances resulting in a Second Unsatisfactory Opinion- October Committee 2022	<ol style="list-style-type: none"> 1. Director of social services to attend the May Committee to give an update to Committee on how the new process was operating and how the team was working. 	Director of Social Service	Follow up audit report in draft – to be tabled for GAC agenda in July 2023

26/01/23	Agenda Item 6: Corporate Risk Register (Quarter 2)	<p>1. Risk around children's service and staff sickness appear to be an issue throughout Wales. Collaborative work with other Welsh authorities or the WLGA may help to mitigate this. Regarding the Medium Term Financial Plan; the Council may consider stimulating the local market to help address issues regarding out of county placements. Whilst these questions are not relevant for Governance and Audit Committee, they will be reported back to the relevant Head of Service.</p>	Strategic Director for Transformation and Corporate	
26/01/23	Agenda Item 7: Audit Wales and Regulatory Bodies Six Month Update	<p>1. Evidence of the process underpinning the action plan will be shared with the Committee as a link to the published plan; scrutinisation of the plan itself will be carried out in other committees as part of the governance processes.</p>	The Policy and Partnership Manager	
26/01/23	Agenda Item 8: Internal Audit Plan – Progress (Quarter 3)	<p>The Chair requested that the minutes of the committee be fed back to Cabinet regarding a reduction in audit staff, and that the Head of Service reconsider his decision under their delegated powers. This was not a unanimously held opinion.</p> <p>That the Strategic Director, Transformation and Corporate and the Head of Finance be invited to the next meeting to provide an update regarding the investigation into Purchase Card usage.</p>	Strategic Director for Transformation and Corporate Strategic Director for Transformation and Corporate / Head of Finance	Comments shared with Cabinet – CLOSED On agenda for 25/05/23 CLOSED