

## Action Log - Lessons Learned Review

Project Lead: Neil Masson

No.	Workstream	Action	Responsible Officer	Status	RAG	Start	Due Date	Today	Alert	Notes
001	Standards Complaints Review and Refresh	Benchmarking Exercise with regional local authorities - assessing procedure and best practice		In Progress	GREEN		30/07/23	12/07/23		Procedures collated. Exercise to assess best practice in light of recommendations from LL Report
002	Standards Complaints Review and Refresh	Assessment of recommendations against current toolkit		In Progress	AMBER		15/08/23	12/07/23		Current Officer Toolkit offers comprehensive good practice. Toolkit and recommendations must align in order to revise procedure
003	Standards Complaints Review and Refresh	Draft new Procedure/Arrangements for dealing with Standards Complaints		Not Started	RED		30/08/23	12/07/23		Benchmarking and toolkit to assist in production of new template for Arrangements
004	Standards Complaints Review and Refresh	Consider the following recommendations for inclusion in draft procedure:		In Progress			30/08/23	12/07/23		Once new Arrangements are drafted need to check against recommendations from LL Report
005	Standards Complaints Review and Refresh	Review of time period to carry out threshold assessment		Complete	GREEN		30/08/23	12/07/23		Assess practicality of complying with timescales
006	Standards Complaints Review and Refresh	Involvement of Independent person at an early stage		In Progress	AMBER		30/08/23	12/07/23		Review involvement of IP and clarification of their role
007	Standards Complaints Review and Refresh	Anonymity		In Progress	AMBER		30/08/23	12/07/23		Review clarity of provisions in information given to complainant
008	Standards Complaints Review and Refresh	Criteria for determining threshold assessment		In Progress	AMBER		30/08/23	12/07/23		Assess benchmarking information and toolkit
009	Outsourced Complaints	Clear deadlines		In Progress	RED		30/08/23	12/07/23		Consider how this is to be included in procedures
010	Outsourced Complaints	Person assigned to monitor		In Progress	RED		30/08/23	12/07/23		Consider how this is to be included in procedures
011	Outsourced Complaints	Monthly updates		In Progress	AMBER		30/08/23	12/07/23		Consider how this is to be included in procedures
012	Outsourced Complaints	Delay above 6 months reported to Standards Committee with reasons		In Progress	AMBER		30/08/23	12/07/23		Consider how this is to be included in procedures
013	Annual Report	To consider if this goes to full council		In Progress	AMBER		30/08/23	12/07/23		Review current processes involving annual Standards Committee report to Full Council
014	Annual Report	To consider if information goes as part of Annual Governance statement		In Progress	AMBER		30/08/23	12/07/23		Review current processes and assess best practice
015	Resources	Are the resources sufficient to deal with these matters in a timely manner		In Progress	AMBER		30/09/23	12/07/23		Ongoing service review to feed into this
016	Training	Assessment of training needs		In Progress	AMBER		30/07/23	12/07/23		Full review of training needs to be undertaken
017	Quarterly Report	Quarterly report to standards committee		Complete	GREEN		12/10/23	12/07/23		This is already in place

8 Standards Complaints Review and Refresh	Complete	2	3
4 Outsourced Complaints	Planned	0	10
2 Annual Report	In Progress	14	3
1 Resources	Total	16	16
1 Training			
1 Quarterly Report			
<b>16</b>	<b>6</b>		