

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		Complete	GREEN		30/07/23	26/09/23		Completed. Practice is similar among authorities.
002	Standards Complaints Review and Refresh	Assessment of recommendations against current toolkit		Complete	AMBER		15/08/23	26/09/23		Current Officer Toolkit offers comprehensive good practice and is consistent with revised Arrangements.
003	Standards Complaints Review and Refresh	Draft new Procedure/Arrangements for dealing with Standards Complaints		Complete	RED		30/08/23	26/09/23		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:		Complete			30/08/23	26/09/23		Recommendations of report are now included throughout Arrangements and supporting documentation
005	Standards Complaints Review and Refresh	Review of time period to carry out threshold assessment		Complete	GREEN		30/08/23	26/09/23		Timescales now in line with LGA Guidance
006	Standards Complaints Review and Refresh	Involvement of Independent person at an early stage		Complete	AMBER		30/08/23	26/09/23		IP involvement immediately once Jurisdiction test passed
007	Standards Complaints Review and Refresh	Anonymity/confidentiality		Complete	AMBER		30/08/23	26/09/23		Confidentiality covered in Arrangements and Complaint Form. Anonymity in internal guidance.
008	Standards Complaints Review and Refresh	Criteria for determining threshold assessment		Complete	AMBER		30/08/23	26/09/23		Criteria has been set out in Arrangements
009	Outsourced Complaints	Clear deadlines		Complete	RED		30/08/23	26/09/23		Included in Arrangements
010	Outsourced Complaints	Person assigned to monitor		Complete	RED		30/08/23	26/09/23		Included in Arrangements
011	Outsourced Complaints	Monthly updates		Complete	AMBER		30/08/23	26/09/23		Included in Arrangements
012	Outsourced Complaints	Delay above 6 months reported to Standards Committee with reasons		Complete	AMBER		30/08/23	26/09/23		Included in arrangements
013	Annual Report	To consider if this goes to full council		Complete	AMBER		30/08/23	26/09/23		Will be included as part of Chair's Annual Report to AGM
014	Annual Report	To consider if information goes as part of Annual Governance statement		Complete	AMBER		30/08/23	26/09/23		Information will be included in Annual Governance statement
015	Resources	Are the resources sufficient to deal with these matters in a timely manner		Complete	AMBER		30/09/23	26/09/23		Current reduction in numbers of complaints. Resources currently addeuate but needs to be kept under review
016	Training	Assessment of training needs		Complete	AMBER		30/07/23	26/09/23		Training needs identified and included in personal development plans
017	Quarterly Report	Quarterly report to standards committee		Complete	GREEN		12/10/23	26/09/23		This is already in place