

# Outstanding Actions

## Governance, Risk and Best Value Committee

9 November 2021

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
1	26/09/2017	<a href="#">Principles to Govern the Working Relationships between the City of Edinburgh Council Governance, Risk and Best Value Committee and the Edinburgh Integrated Joint Board Audit and Risk Committee</a>	To accept the high-level principles subject to further information on how elected members could best engage with the process.	Chief Internal Auditor	<del>March 2022</del> <del>September 2021</del> <del>March 2021</del> <del>December 2020</del> <del>May 2020</del> <del>September 2019</del> <del>January 2019</del> <del>November 2017</del>		<p><b><u>September 2021</u></b></p> <p>The refreshed Principles were received from NHSL in April 2020. However, the workshop to be attended by the IJB Audit Committee Chairs for the four Lothians; the NHSL Audit Committee Chair; and the four Lothian and the NHSL CIAs to review, discuss,</p>

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							and finalise the refreshed principles has still to be scheduled due to a significant number of existing commitments and the timing of planned annual leave. It is recommended that the date for completion of this action is extended to the end of February 2022 to allow the principles to be reviewed and finalised and approved by relevant Lothian IJB and NHSL Audit and Assurance / Audit and Risk Committees.

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							<p><b><u>March 2021</u></b> An update was provided on the Business Bulletin for the meeting on 23 March 2021.</p> <p><b><u>July 2020</u></b> A briefing note by the Chief Internal Auditor was circulated to members separately.</p> <p><b><u>September 2019</u></b> A briefing note by the Chief Internal Auditor was circulated to members separately.</p>
2	17.09.19	<a href="#">Work Programme – Member/Officer Protocol</a>	To add the review of the Member/Officer Protocol to the workplan with timescales for submission	Executive Director of Corporate	August 2022 <del>August</del>		<b><u>August 2021</u></b> This will now form part of the wider review of political

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			and to agree that a workshop for members would be held prior to submission to the Committee.	Services	2024 <del>June 2021</del> <del>May 2021</del> <del>March 2021</del> <del>February 2021</del> <del>November 2020</del> <del>September 2020</del> <del>January 2020</del>		management arrangements following the Local Government Election.  <b><u>June 2021</u></b>  Timescale extended to allow further engagement with political groups.  <b><u>March 2021</u></b>  Sessions with political groups are currently being arranged.  <b><u>February 2021</u></b>  The timescales have been extended to allow for further engagement with

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							<p>elected members.</p> <p><b><u>December 2020</u></b></p> <p>The Code of Conduct Consultation is now live. The draft response to this is being developed to be presented to Council on 4 February 2021 (Consultation closes 6 February). Officers are working to ensure these two documents align. The Member/Officer Protocol will be brought to GRBV following this exercise in February 2021.</p>

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							<p><b><u>July 2020</u></b></p> <p>Scottish Government are consulting on changes to the Code of Conduct and it is suggested that changes to the protocol await this piece of work.</p> <p><b><u>June 2020 Update</u></b></p> <p>Consideration of the member/officer protocol is awaiting the finalisation of the revised Code of Conduct from the Scottish Government that will impact on the content of the Protocol.</p> <p>Timescales to be</p>

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							confirmed.  <b><u>December 2019</u></b>  Workshop with members held on 29 October 2019. A joint workshop will be arranged with officers and members early 2020 (following the General Election).
3	07.07.20	Motion by Councillor Doggart – Pandemic Planning	1) Agrees that the Executive Director of Corporate Services reviews the council's response and preparedness to COVID-19 but acknowledges that as the council is still responding to the pandemic, any review would be premature at this time.	Executive Director of Corporate Services	April 2022		<b><u>Update</u></b> <b><u>September 2021</u></b>  A close report and lessons learned is underway for the Adaptation and Renewal programme after which advice will be provided on a lessons learned exercise for Covid-

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			2) Asks that the Executive Director of Corporate Services updates the Policy and Sustainability committee on when he believes it would be appropriate both in terms of Corporate Services and timing for such a review to take place.				<p>19 as references in the accounts commission report to P&amp;S on 5 March.</p> <p><b><u>Update August 2021</u></b></p> <p>An interim debrief of the Council's response to Covid-19 has been undertaken with key findings shared with the Adaptation and Renewal All Party Oversight Group on the 13th August. Lessons identified have been incorporated into the council's documentation for further waves / local outbreaks. A</p>



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							summary will be provided to the next P&S Committee. As the incident remains ongoing, it is too early to undertake a full lessons learned exercise at this time, but this will be kept under review and undertaken at the earliest appropriate opportunity.
4	08.12.20	<a href="#">Best Value Assurance Audit</a>	1) That the Governance, Risk and Best Value Committee recommends that when the refreshed Council Business Plan is brought forward this should clearly state what current plans it	Executive Director of Corporate Services	October 2021 <del>March 2021</del>		<b>Recommended for closure</b>  Report on agenda November 2021  <b>Update:</b>  A workshop on the Planning and

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			replaces and how progress against the Plan will be measured and reported to Council so that Council governance is clear.				Performance Management Framework has been held and Framework agreed at P&S Committee.  The October Best Value progress update report and Business Plan performance report will provide further clarity on the progress made.
			2) That the further consideration of genuine local community empowerment is reported back to Committee with details on how this will be put in place with a clear process and timescale that		November 2021		<b>Recommended for closure</b>  Report on agenda November 2021

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			progress can be measured against.				

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5	23.03.21	<a href="#">Internal Audit Overdue Findings and Key Performance Indicators as at 10 February 2021</a>	To agree to revise the timescale on outstanding action 107 which had a 2024 close date to an earlier date	Executive Director of Corporate Services	December 2022		<p>To align with the new approach to resilience planning, the deadlines of the management actions has been re-considered.</p> <p>Business Impact Analysis (BIAs) across the organisation are being carried out and scenario-based protocols and associated documentation developed with services. The completion of this work will allow the Council Business Continuity Plan to be revised, by 31/12/2022.</p>

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6	23.03.21	Gas Service Improvement Plan – B Agenda	1) To note that the gas service improvement plan would be included in the broader service improvement plan going to the Housing, Homelessness and Fair Work Committee in June 2021 and agree to wrap this into a workshop (referenced in Confidential Schedule of 23.03.21)	Executive Director of Place	June 2021		<b>Closed August 2021</b>  This was reported to Housing, Homelessness and Fair Work Committee in June 2021.
			2) To agree to provide a briefing note (referenced in Confidential Schedule of 23.03.21)	Executive Director of Place	June 2021		<b>Closed August 2021</b>  This briefing has been followed up.
			3) To note that once the agreed management actions had been implemented, a closure report would	Executive Director of Place	January 2022		

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			be brought to the GRBV committee.				
7	23.03.21	Whistleblowing Monitoring Report – B Agenda	To agree to provide a date for the completion of the management actions for case CEC-07-17.	Senior Education Manager (Community Services) – Communities and Families	December 2021		<p><b><u>November 2021</u></b></p> <p>An update will be provided to the next Committee meeting.</p> <p><b><u>August 2021</u></b></p> <p>Action partially completed as agreed with Governance Team. Outstanding tasks will be completed by Autumn.</p>
8	04.05.21	<a href="#">Change Portfolio</a>	1) To agree to provide a briefing note to update Committee on the North Bridge Refurbishment.	Executive Director of Place	November 2021		Briefing note to be circulated to GRBV members before Committee on 9 November

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			2) To agree that the Head of Place Management would provide reassurance why the Housing Service Improvement was amber status and details of what plans were in place to move it forward.	Executive Director of Place	June 2021		<p><b>Closed August 2021</b></p> <p>An update on project status and plans moving forward was reported to Housing, Homelessness and Fair Work Committee in <a href="#">June 2021</a>.</p>
			3) To note that the foundations and MI were in place and information could be pulled off for particular areas and to agree that the Head of Customer and Digital Services would assess what information could be provided.	Executive Director of Corporate Services	March 2023		<p><b>Update August 2021</b></p> <p>The Business Intelligence Programme is well underway, and the remit of the programme is to build MI dashboards which report on key areas across</p>

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							<p>Service Areas. The immediate focus is on dashboards for Place, HR and Customer.</p> <p><b>Update June 2021</b></p> <p>The Head of Customer and Digital Services has this work underway.</p>
9	08.06.21	<a href="#">Internal Audit: Overdue Findings and Key Performance Indicators as at 27 April 2021</a>	To agree to provide a briefing note on progress of actions 28 and 29 - the Edinburgh Alcohol and Drug Partnership (EADP) – Contract Management to Members of the Governance, Risk and Best Value Committee.	Service Director: Operations (Health and Social Care)	November 2021		<p><b>Recommended for closure</b></p> <p>Briefing sent 3 November 2021</p>



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10	10.08.21	<a href="#">Outstanding Actions</a>	To request the IJB Risk Register to be circulated to GRBV Committee members.	Chief Officer, EHSCP			<b>Recommended for closure</b>  IJB risk register has been circulated to GRBV members.
11	10.08.21	<a href="#">Work Programme</a>	1) To request a report on community centres and the process followed to address Council and Committee decisions, and protocols for officers carrying out agreed actions, particularly in relation to recent decisions made on community centres and care home discharges.	Executive Director of Place / Executive Director of Education and Children's Services			<b>Recommended for closure</b>  Action superseded by decision taken at September meeting under 'Work Programme' (action 14)

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			2) To note that a workshop would be held to consider the findings of the GRBV Effectiveness Audit and that this would also include consideration of how best to communicate the importance and impact of completing outstanding audit actions to committee members and conveners.	Executive Director of Corporate Services / GRBV Committee members	September 2021	September 2021	<b>Closed September 2021</b>  Workshop was held on 6 September 2021.
12	10.08.21	<a href="#">Internal Audit Annual Opinion for the year ended 31 March 2021</a>	1) To agree to hold a workshop for GRBV members and relevant officers to consider the findings of the GRBV Effectiveness audit and to report back to the next available GRBV Committee on implementation of the	Executive Director of Corporate Services / GRBV Committee members	November 2021		<b>Recommended for closure</b>  Report on agenda November 2021  <b><u>Update</u></b> <b><u>September 2021</u></b>  A workshop was held with members

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			findings.				of the Committee and Officers on 6 September 2021. A report will be submitted to the November meeting of the Committee.
			2) To consider how the Council's risk appetite had changed in response to Covid-19 and to include an update on this in the quarterly risk report in September.	Chief Internal Auditor	September 2021	September 2021	<b>Closed September 2021</b>  Included in the IA update report for September 2021
13	10.08.21	<a href="#">First Line Governance and Assurance Model</a>	To agree that progress updates should be provided in each GRBV Committee Business Bulletin from November onwards, including an update on the finalised structure and recruitment.	Service Director - Legal & Assurance	September 2022		Updates will be provided on an ongoing basis

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14	21.09.21	<a href="#">Work Programme</a>	1) Requests a report within two cycles on how the re-opening of Community Centres was taken forward during the pandemic up to the current date, including feedback from CCs themselves and a timeline of activity.	Interim Executive Director of Education and Children's Services	December 2021		
			2) As a result of at P&S committee urgent decisions made around community centres not having been implemented as requested, and a Health and Social report not addressing the decision made by Council, GRBV would like to review the processes and protocols around how	Executive Director of Corporate Services	December 2021		

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			<p>decisions are implemented, to ensure that communications and information is accurate and effective.</p> <p>3) Requests a report in two cycles covering:</p> <ul style="list-style-type: none"> <li>• how formal and informal committee and council actions are taken forward by officers following committee decisions and commitments made by directors and other officers in the course of committee business</li> <li>• the process followed by Committee Services to notify directorates of actions to be taken</li> </ul>				

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			<p>forward from Council and Committee decisions and how they are tracked.</p> <ul style="list-style-type: none"> <li>the protocols for officers carrying out agreed actions</li> <li>A review of the 2 specific cases above and lessons learned.</li> </ul>				
15	21.09.21	<a href="#">Workforce Insight and Controls - Annual Report – referral from the Finance and Resources Committee</a>	To note that a briefing note would be circulated on measures in place to support staff mental health and wellbeing.	Executive Director of Corporate Services			
16	21.09.21	<a href="#">Change Portfolio – Report by the Executive Director of Corporate Services</a>	To request information on the process for reports being submitted to executive committees following decisions taken by Council, particularly in	Executive Director of Corporate Services		October 2021	<p><b>Recommended for closure</b></p> <p>Briefing sent to members 4 October 2021</p>

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			relation to the report on the EICC business case due to be considered by Finance and Resources Committee in October.				
17	21.09.21	<a href="#">Corporate Leadership Team Risk Report as at 23 August 2021 – Report by the Chief Executive</a>	<p>1) To agree that the Service Director – Legal and Assurance would send an email to Directors and senior managers to request that risk is properly considered in Council and committee reports.</p> <p>2) To request that the next review of the report template for Council and committees includes a 'risk' section to ensure this is considered.</p>	Executive Director of Corporate Services (Service Director – Legal and Assurance)			<p><b>Recommended for closure</b></p> <p>Email sent to relevant officers 22 September 2021</p>

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18	21.09.21	<a href="#">Quarterly Status Update - Digital Service Programme – Report by the Executive Director of Corporate Services</a>	To request a briefing note on the evaluation of risks when decisions are taken to restrict access to third party apps and websites which results in members conducting some of their business outwith the Council network in order that these can be used.	Executive Director of Corporate Services			<b>Recommended for closure</b>  Briefing note circulated to members 28 October 2021