**Annual Governance Statement 2019/2020**

**Action Plan**

| **Recommendation** | **Responsibility** | **Progress made** | **Date Completed** |
| --- | --- | --- | --- |
| **R1** Ensure that Statements of Assurance are received from all Heads of Service | Fran Lewis, Corporate Performance & Improvement Manager |  | February 2021 |
| **R2** Reschedule the AGS action plan work put on hold owing to Covid | Fran Lewis, Corporate Performance & Improvement Manager |  | March 2021 |
| **R3** Review our risks in light of Covid and the future challenges we may face | Fran Lewis, Corporate Performance & Improvement Manager |  | December 2020 |
| **R4** Continue to build on the strengthened local community relationships built during lockdown | Elen Edwards  Acting Section Head, Business & Tourism |  | Approach to be reviewed annually – circ February |
| **R5** Compile a list of key policies that we need to review in light of ongoing/long term Covid restrictions | Emma Roberts, Corporate Modernisation Manager |  | December 2020 |
| **R6** Review service continuity plans in light of lessons learned from Internal Audit review of Covid 19 emergency response arrangements | Fran Lewis, Corporate Performance & Improvement Manager |  | March 2021 |

| **Actions carried forward from 2018/19 AGS** | | | |
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| **Recommendation** | **Responsibility** | **Progress made** | **Date Completed** |
| **R1. Update the anti-fraud and corruption strategy** | Mike Halstead, Head of Audit & Procurement |  | Revised deadline in light of Covid  November 2020 |
| **R3. Complete the review of the Customer Charter** | Andrew Saunders, Development Manager: Information | As we are relooking at how our services restart following Covid-19, we will need to redefine our Customer Charter | Revised deadline in light of Covid  March 2021 |
| **R6. Complete the review of the HR Strategy** | Phil Davies, Head of Corporate Human Resources | There will be a need to review our HR approach once the renewal programme proposals have been approved. See programme action plan for further details. | Revised deadline in light of Covid  To be confirmed |