

Appendix 2 – Progress Against 2023/24 Actions

The 2023/24 Governance Statement detailed issues and actions for further development and focus in 2024/25. This Appendix outlines progress against these actions and makes appropriate recommendations for inclusion in the current draft Governance Statement.

Principle	Actions	Progress and Further Recommendations
A. Integrity, ethical values and respect for the rule of law	<p>Publication of Whistleblowing policy</p> <p>Draft social media guidelines</p> <p>Review of Planning Service – reduce reliance on external consultants</p>	<p>The updated Whistleblowing Policy was published in March 2024</p> <p>Complete</p> <p>Phase 1 of the review has now been completed. Major projects are now overseen by two Major Project Officers (rather than contracted to consultants) Where an applicant requests a planning performance agreement internal staff are used to cover the requirements of the PPA, this enables staff to extend knowledge and skills, and ensure we keep the service knowledge within the team. If needed agency staff can be brought into support non major and householder applications. The service still has a number of vacancies and therefore agency staff are still used. There is a recruitment drive currently live which concludes in June, with staff expected to start August/September depending on notice periods. The recruitment market is still extremely challenging, and this action will be kept under review.</p>

	<p>Corporate compliance with Web Content accessibility Guidelines (WCAG) 2.2</p> <p>LGA's 'Debate not Hate' Campaign</p> <p>Compliance with accessibility standards and new requirements for overseas votes</p>	<p>We have developed and issued staff guidance and resources to support consistent and accessible communication practices across the Council including in-person accessibility training sessions and workshops for relevant officers.</p> <p>We have rebuilt the Council's official website and the intranet incorporating all four accessibility principles: perceivable, operable, understandable and robust. New information architecture, more intuitive grouping and presentation of information, new responsive and technology friendly layouts, and a partially rewritten content ensure that our website and intranet is easy to use for all and can accommodate people with visual impairments, physical and visual disabilities, and low literacy skills.</p> <p>Cross party motion brought to Council on 23rd May 2024, which was resolved unanimously, for the Council to subscribe to the LGA's Debate not Hate campaign.</p> <p>The Elections Team has adhered to the accessibility standards set forth in the Elections Act 2022 and the Equality Act 2010. They have ensured that all polling stations are accessible to everyone by providing features such as ramps, lower polling booths, writing aids, magnifying glasses, ballot paper selectors, and large ballot papers.</p>
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B. Openness and Stakeholder engagement	<p>Communications Team to support the Waste Team with changes to bin services</p> <p>Parish Council event – Planning process</p> <p>Update communication engagement toolkit</p> <p>Introduction of Customer Charter for Planning</p> <p>Updating Equality, Diversity and Inclusion Policy for 2025-2028</p> <p>Feedback form for Building Control</p>	<p>Ongoing</p> <p>Complete; the Parish Council forum will become a regular fixture for the service.</p> <p>The Council published its updated Community Engagement Strategy</p> <p>Complete and embedded within the service. The charter complements the corporate customer standards policies</p> <p>Following a period of public consultation, the Equality, Diversity and Inclusion Policy 2025-2028 was adopted by the finance and assets committee in January 2025</p> <p>To be implemented in 2025/26</p>
C. Defining outcomes – economic, social and environmental benefits	<p>Development of new website</p> <p>Update pre-applications planning changes schedule</p>	<p>Phase 1 complete, Phase 2 ongoing</p> <p>Completed</p>

D. Intervention to optimise the achievement of intended outcomes	<p>Utilisation of Building Safety Regulator by Building Control</p> <p>Revised arrangements for Committees as agreed by Council (ref. recission motion Agenda Item 11 – 24 May 2024)</p>	<p>Building Safety Regulator audit completed with only three minor recommendations for process improvement</p> <p>A Guidance Note was issued by the Chief Executive on 4 June 2024 and sent to all members, in accordance with the Council's decision on 23 May 2024.</p>
E. Developing Capacity	<p>Introduction of Menopause at Work Policy</p> <p>Update Family Friendly Guidance</p> <p>Training – Council PREVENT and domestic violence duties</p>	<p>Following consultation with Unison, the Menopause at Work Policy was implemented in January 2025</p> <p>Updated the Family Leave and Flexible working policy in May 2024 to reflect the changes to the flexible working regulations from April 2024</p> <p>Domestic violence training has been provided to all staff. New members of staff are required to all undertake the free Prevent training that is available on the government website</p>
F. Risk Management	<p>Implementation of new Waste Service</p> <p>Development of Bereavement Centre and new service design</p>	<p>New monthly waste project board set up with ECSS. Ongoing and on track for implementation in June 2026</p> <p>Final business case signed off and procurement exercise completed. Additional CIL funding allocated and commencement on site planned for July / August 2025 and completion in Summer 2026</p>

G. Transparency, reporting and Audit	New Global Internal Audit Standards	Audit Committee received a report on the new Internal Audit Standards at its meeting on the 16 July 2024.
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