



GUILDFORD
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Dear Councillor

CORPORATE GOVERNANCE AND STANDARDS COMMITTEE - THURSDAY 15 JUNE 2023

Please find attached the following:

Supplementary Information Sheet (Pages 3 - 8)

Yours sincerely

John Armstrong,
Democratic Services and Elections Manager
01483 444102

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CORPORATE GOVERNANCE AND STANDARDS COMMITTEE

15 JUNE 2023

SUPPLEMENTARY INFORMATION

AGENDA ITEM 4: DECISION AND ACTION TRACKER

Updates:

On pages 17 and 18 of the agenda, in relation to the actions raised as part of the consideration at the last meeting of the item on Complaints Handling Audit Report Actions Update, the Committee is asked to note the following update:

Decision/Action requested	Update on implementation
<p>(a) To identify, in relation to matters raised with the Planning Enforcement team for investigation, what actions could be taken in the context of performance indicators which would measure the extent to which such matters were satisfactorily addressed.</p>	<p>It is very challenging to develop a KPI for planning enforcement that can rate performance across the wide range of planning enforcement cases we deal with. We deal with a vast range of matters and there are so many external factors that impact on our delivery and ability to progress a case (such as third-party cooperation/ ability to access a site) and thus we have not offered such a KPI to date.</p> <p>The end result is sometimes not to the satisfaction of the customer because the planning judgement exercised does not deliver an outcome the customer wants, not because that judgement is wrong but perhaps because the customer misunderstood our powers assessed the level of harm differently or simply disagrees. It is therefore very difficult to design a KPI that accurately assesses customer satisfaction. For this reason, we have focussed our KPIs to date on how fast we respond initially, communications etc, whilst providing a general</p>

<p>(b) To communicate to staff the need to ensure that residents were informed that, if they are not satisfied with a response to a particular service-related enquiry, they could follow the Council's complaints procedure.</p>	<p>overview of cases received/closed and notices issues.</p> <p>If someone is unhappy with the way a case has progressed i.e. they feel an officer has been inappropriate / not responded at all / delay, those issues are normally dealt with as corporate complaints.</p> <p>Communication to staff on this matter will be sent imminently.</p>
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AGENDA ITEM 5: RISK MANAGEMENT AND CORPORATE RISK REGISTER

Update:

An update to CR32 – “*There is a risk of designation by Secretary of State Michael Gove via DLUHC for failing to achieve national target for determining non major applications*” (Page 36 of the agenda) is provided in Appendix 1 to this Supplementary Information Sheet. However, it is still subject to comments and review by the Risk Management Group.

AGENDA ITEM 7: WORK PROGRAMME

Update:

It is suggested that the Audit Report on the Certification of Financial Claims and Returns 2021-22: Housing Benefit Subsidy and Pooling Housing Capital Receipts, scheduled in the Work Programme for consideration on 27 July 2023 be withdrawn.

This report advises the Committee of the situation following the audit of our Housing Benefit Subsidy Return by our external auditors Grant Thornton. This is the return that reimburses us for the money that we pay out to help residents on low income with their rent. Grant Thornton provides the Department for Work and Pensions (who reimburse us) with assurance around our claim. The rules are complex, and no errors are ignored.

This report was first submitted to the Committee in 2013 when, as a result of errors found during the audit, the Council was asked to repay the Department for Work and Pensions £400,000. The Committee agreed an action plan to address the errors and asked for annual update reports on the outcome of the future audit report. Since 2013, none of the reports submitted to the Committee have highlighted any significant issues following the audits. The current audit found errors to the value of £916 out of a total of £23.4 million. We continue to work very hard to minimise errors. These have not affected the subsidy being reimbursed.

The reason for the initial report in 2013 was to ensure there was an action plan in place to avoid a recurrence of the previous errors. That has been put in place and the necessary changes embedded in the service.

Given that a separate report from our auditors goes to Committee each year covering all the audits they complete, including the subsidy audit, and that anything noteworthy found on the subsidy audit would be included in their report to the Committee, it is proposed that this item be withdrawn from the Work Programme.

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Date risk added	Relation to Corporate Plan	Risk domain most impactful on rating	Risk ref	Risk description (there is a risk that...)	Consequence (which could/would result in)	Factors affecting likelihood	Gross likelihood of risk	Gross impact of risk	Gross score	Mitigation measures - reduce impact or likelihood	Target dates for mitigation	Action owner / Executive Head	Residual likelihood	Residual impact	Residual score	Comment
18.05.23		Service delivery	CR32	There is a risk of designation by Secretary of State Michael Gove via DLUHC for failing to achieve national target for determining non major applications	Reputational damage Unable to determine our own planning applications		6	3	18	An improvement plan has been agreed that is now being implemented, contract staff are being used for posts where recruitment of permanent staff has not been possible. Work has also been contracted to an external Planning Practice, other measures such as the 'Blitz Week' have been used to ensure that the national target of determining 70% of non-major development within the statutory time or agreed extension of time is achieved for Q2 .	Q2 2023/24	Executive Head of Planning Development			0	New risk, awaiting factors affecting likelihood, review of draft scoring, mitigations and agreement by RMG.

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