

Action Title	Management A	Required Action	Current Position	Responsible owner	RAG	Due Date	Status
Data Management	(5.22/23) 2	We will review the results of the questionnaire (Data Quality Culture Survey) and identify action to be taken as a result.	The priority areas identified are around GDPR training and data handling training. GDPR Training is a mandatory e-learning module which all staff are required to complete on a regular basis. Data handling training is being covered as part of the digital literacy course being piloted and rolled out across the service as detailed in the following action (no 3). Requesting extension of delivery date to 31/03/2024.	Head of IT	Amber - Medium	30/09/2023, extension agreed to: 31/12/23 , extension requested to 31/03/24	In Progress
Data Management	(5.22/23) 3	A data quality training needs analysis will be undertaken to identify the training requirements of each staffing group employed by the organisation. Following this the organisation will develop and implement e-learning modules on data quality to increase staff awareness and skills on how to effectively use and handle data to drive decisions and future service delivery requirements. In addition, the organisation will monitor the completion of the training and staff logged as having incomplete training will be chased and followed up by line managers.	The draft Digital and Data Literacy training guide has been produced and is now ready for critique. It incorporates the data literacy and data quality requirements needed. Two pilot training sessions in Digital Literacy have been held for operational staff in Leighton Buzzard and Kempston, to gauge the effectiveness of the planned training and to assess the best methods of delivery. It is clear that one size will not fit all, and that different models of inperson/remote training will be needed, as will differentiated learning with such a wide range of digital proficiency within our teams. a draft roll-out plan has been produced and this will be refined and adopted early in the New Year. Requesting extension of delivery date to 31.03.24.	Head of IT	Amber - Medium	31/12/2023, extension requested to 31/03/24	In Progress
Data Management	(5.22/23) 4	The Authority will develop and implement a process or system of data checks to ensure data presented is accurate, reliable, complete, and appropriately maintained in line with GDPR regulations. This will include the maintenance of a central folder to provide a clear audit trail of the source data used to populate each report where applicable	Good progress being made for the delivery by 31/03/24, with an automated approach to producing quarterly KPI metrics producing efficiency savings and increased accuracy, as well as the audit trail of data giving confidence that the reports are an accurate snapshot at the time they are generated. To clarify the requirement was to have an audited approach to the quarterly KPI metrics. The Service's Data Management and Data Protection Impact Assessment policies continue to govern how data is stored and checked, with many data quality reports across the Service giving additional assurance for data held on individual systems.	Head of IT	Amber - Medium	31/12/2023 17.10.23 extension agreed to: 31/03/24	In Progress
Key Financial Controls - Accounts Receivable	(4.22/23)	The Service will create internal procedure documentation for the processes involved in carrying out key financial functions with clearly defined roles and responsibilities and delegation within the Finance Department, including documenting the process for raising credit notes.	Internal processes are documented, all filled roles have JDs, recently completed a task review for all permanent staff from the PFA downwards and credit note process documented.	ACO	Green - Low	31/12/23	Completed
Key Financial Controls - Accounts Receivable	(4.22/23)	The organisation will ensure all fields on the FSIT 5 are appropriately completed	Finance ensure all fields on FSIT5 are completed.	Chief Accountant	Green - Low	31/12/23	Completed
Key Financial Controls - Accounts Receivable	(4.22/23)	The organisation will ensure debt chasing activities are carried out in line with documented procedures	Due to the ongoing staffing resources/changes within the Finance Department an extension is being requested.	Chief Accountant	Green - Low	31/12/2023, Extension requested to 30/04/24	In Progress
Governance of the Project Management Office	(1.23/24) 1	The organisation will ensure that the track changes from the Terms of Reference are removed from the Corporate Portfolio Board Terms of Reference and the finalised version published.	Actions completed, evidence sent to RSM	Programme and PMO Manager	Green - Low	08/11/23	Completed
Governance of the Project Management Office	(1.23/24) 2	The fields on the lessons learnt table will be updated and where it is not relevant, it should be clearly stated	Actions completed, evidence sent to RSM	Programme and PMO Manager	Green - Low	08/11/23	Completed