Planned Action	Officer responsible	Target date for completion	Progress status
1. **Risk management:** agree and implement a revised approach to risk management for the Council.	Group Manager – Internal Audit & Risk Management	March 2024	In progress
The work has been delayed due to operational issues however progress has been made with assistance from Zurich until a permanent internal resource can be recruited. The departmental and corporate risk registers have been revised and updated and work continues to continually refresh them. A new corporate reporting format has been agreed with CLT and the risk management framework is being revised to reflect the agreed changes. A Risk Management Update report will be presented to the Governance & Ethics Committee shortly to highlight progress against the risk management approach action plan and provide an update on the work undertaken with the support of Zurich.			
2. **Data quality in Mosaic:** greater priority given to addressing issues highlighted by routine reporting.	Corporate Director – Adults Social Care and Public Health.	March 2024	In progress
The departments approach to data quality is now aligned to the requirements set out in the Care Data Matters: a roadmap for better data for adult social care published by the DHSC in February 2023. This guidance introduced a mandatory quarterly submission of our Client Level Data (CLD) which commenced in July 2023 covering key Adult Social Care activity and support during April to June 2023. Of the 32 mandatory fields required the department was only able to submit 19, with 70% of data requiring manipulation, and only four fields derived directly from Mosaic. The risk levels remain very high and to mitigate this the department continues to develop a Data Quality Framework with an agreed three phased approach. A data cleanse is underway as part of phase one, and a list of mandatory items to address data gaps has been identified and prioritised. A dedicated data working group has been set up to support the data quality framework and improve data quality which will include CLD and a planned roadmap of work is being developed. Project resource has been secured until March 2025 to support this work.			