

**West Dunbartonshire Council Local Code of Good Governance
2019-2020 Self Evaluation Improvement Action Plan**

<u>No.</u>	<u>Action Required</u>	<u>Responsible Officer</u>	<u>Due Date</u>
1	The new integrated housing management system went live in November 2019. There were and continue to be challenges with the system and a monitoring and development action plan will be in place for 2020/21 to ensure that remaining issues are fully addressed.	Strategic Director – REG	31 March 2021
2	At the appropriate time, a post-incident review will be carried out in relation to the COVID-19 Pandemic highlighting any lessons learned which will inform future emergency response and recovery arrangements.	Chief Executive	31 March 2021
3	Continue to review the effectiveness of Be the Best Conversations	Strategic People and Change Manager	31 March 2021
4	Continue to increase the percentage of spend that CPU view as being compliant with Financial Regulations	Procurement Manager	31 March 2021
5	Continue the implementation of the strategic improvement framework activity on benchmarking, including customer feedback and proof of “best value”	Performance and Strategy Manager	31 March 2021