

Appendix A – Follow Up 1 – Update on implementation of actions

Audit Title & Action		Original date	Revised date	Status
1.	Building Control	31.07.19	31.10.20	Previously reported as implemented
2	Housing Benefit	31.08.19	31.10.20	Previously reported as implemented
8	Corporate Governance			Previously reported as implemented
14	Fire Safety	30.04.20	31.12.20	Previously reported as implemented
4	Complaints & Freedom of Information The Council is intending to implement a new Civica Module for the handling of FOI and complaint requests. Once the new module has been implemented, refresher training will be provided on the use of Civica to ensure that responsibility and accountability in regard to FOI requests is understood.	31.03.20	31.12.20	Implemented Note – The Civica Module was not sufficient for the requirements. FOIs are now processed through another system which is working well.
5	Complaints & Freedom of Information The Council is intending to implement a new Civica Module for the handling of FOI and complaint requests. Once the new module has been implemented, monthly management reporting of FOI's will be actioned.	31.03.20	31.12.20	Implemented Note – The Civica Module was not sufficient for the requirements. FOI reports are available through another system.
10	Pre-application Fees a) The reconciliations between February 2018 to February 2019 will be carried out; and b) Going forward the reconciliations will be carried out monthly.	30.04.20	31.12.20	Implemented
11	Recruitment and Retention A flowchart will be produced to show the recruitment process from start to finish.	31.01.20	31.12.20	Implemented
13	Purchase Orders and Creditors a) Monthly monitoring reports will be produced and reviewed to identify repeat offenders. b) Repeat offenders will be reminded of the importance of ensuring a purchase order is raised prior to the ordering of goods or services from suppliers. c) An escalation process will be implemented.	31.01.20	31.12.20	Implemented
3	Customer Relationship Management The Data Disposal Module for Civica will be installed and data will periodically be removed in line with agreed timescales.	31.10.19	31.12.20	Implementation ongoing The Data Disposal Module has been installed but not progressed due to the team concentrating on prioritised work which has been changing and reactive over the last year.
6	Complaints & Freedom of Information The Customer Feedback Process - Compliments, Comments and Complaints Guidance Document will be reviewed to ensure it is reflective of current working practices.	31.12.19	31.12.20	Implementation ongoing Process being reviewed by 30.03.21

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<p>9 Cyber Security Upon completion of the Agile Working Project becoming live; a) The Password Policy for the Domain User Group and Councillor's group will be updated. b) The updated Password Policy will be communicated to staff.</p>	31.01.20	31.12.20	Implementation ongoing Policy being reviewed by 30.03.21
<p>12 Land Charges We will ensure changes made to the register are independently reviewed to supporting documentation and checked for accuracy by another member of the team after the change has been made.</p>	31.03.20	31.12.20	Implementation ongoing Progress has been difficult during 2020 due to the significant backlogs, staffing resource pressures and Covid.
<p>15 Fire Safety On completion of the surveys of the sheltered accommodation and flat with communal facilities, the Stay Put Policy will be amended for each property based on the findings of the survey.</p>	28.02.20	31.12.20	Implementation ongoing The assessment of stay put by individual block will commence immediately from when the FRA's commence at end of Jan. This policy requirement is in the new draft Fire Safety management plan which hopefully will be in place by beginning of February.
<p>17 Payroll and Expenses The Expenses Policy will be reviewed and updated to reflect current working practices.</p>	31.01.20	31.12.20	Implementation ongoing Review will be complete by 31.01.21
<p>7 Complaints & Freedom of Information The Council is intending to implement a new Civica Module for the handling of FOI and complaint requests. Once the new module has been implemented, refresher training will be provided on the use of Civica to ensure that responsibility and accountability in regard to complaints is understood.</p>	31.03.20	31.12.20	Not implemented No longer applicable as module not progressed
<p>16 Fire Safety Fire Risk Assessments will be undertaken to all of the communal areas within the housing stock in Jan/Feb 2021. b) Going forward Fire Risk Assessments will be reviewed annually for all properties where one is required based on the structure, layout and use of the property. c) Where the use or layout of the building changes requiring a new Fire Risk Assessment these will be carried out and any arising actions implemented.</p>	28.02.20	28.02.21	Action not due It is on target for completion by the due date