

(01) Audit recommendations completed since the last Governance Committee

Code & Title	Latest Note	Original Due Date	Completed Date
21 AGS 05 Produce the Annual Equality Report which is a legal requirement	Basic workforce data has now been added to the equality page on the website, including the age profile of our staff.	31-Mar-2022	22-Feb-2023
21 BCFU 09 Consider the Impact of Covid-19 on Operations	All actions under this recommendation have now been completed.	31-Dec-2021	20-Dec-2022
21 D 02 Contact Debtors System Software provider to ascertain whether it is possible to remove or archive debtor numbers from the system which are either duplicates or no longer used	Data retention within the core Financial System, including debtors is on the Governance Service plan for delivery during 23/24 and this will address the audit recommendation.	31-Mar-2022	14-Feb-2023
21 P 03 iTrent Issues: (1) Inability of the system to accurately calculate pensionable pay for staff on long term sick; and (2) errors by the bureau in applying tax code changes to individuals	System calculations correct and Bureau correctly applying tax code changes	31-Dec-2021	14-Feb-2023
21 P 05 Keep under review segregation of duties but management accept this current risk	Management continue to accept this risk due to the size of the team.	31-Dec-2022	14-Feb-2023
21 SC-19 O 03 Urgently re-instate Mental Health & Wellbeing Workstream	Workstream fully reinstated, we have a overarching wellbeing strategy in place, have carried out a comprehensive staff survey feedback from this is helping to develop our improvement plan and	30-Jun-2021	20-Feb-2023

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	we have further staff now training as Mental Health (Wellbeing) Advisors.		
22 C&C 01 Central Contract Management procedures & guidance should be implemented to ensure a consistent approach, to include a Contract Management Plan for every 'significant' contract.	Contract management training was delivered to all managers via the managers forum on 22nd February 2023. The presentation covered best practice and will now form the basis of a guidance document to help ensure a consistent approach across all council services.	31-Dec-2022	22-Feb-2023
22 C&C 02 Introduce 6-monthly reports to SMT on key contract performance levels.	SMT contract management report has been produced as is being circulated for comment and consultation before consideration at the SMT meeting on 6th March 2023.	31-Dec-2022	22-Feb-2023
22 CCG 02 Identify Resources Required to Reach Net Zero	Management response: Not agreed. Resources required to deliver net zero will be identified at project level; these will then be subject to usual PAG process.	30-Mar-2024	10-Feb-2023
22 CCG 03 Expiry of Contract for Climate Change Officer	This post has now been made permanent and remains a joint TDC/NDC post	31-Mar-2023	10-Feb-2023
22 CCG 05 Systematic Approach to Engagement	Due to technical and security issues, it wasn't feasible to have a separate website for climate change for both NDC and TDC to share. Instead we now have dedicated climate and sustainability webpages and a comms plan for climate change items.	31-Jan-2023	10-Feb-2023
22 CCG 06 Create a Climate Risk and Opportunities Register	Following instruction from the Head of Governance, there will now be a central Risk Register that has been developed to capture all Service and Project Risks, those current risks that are assessed to be above the risk toleration line will be flagged to the Head of Governance for consideration at SMT and/or CORGI	31-Mar-2023	09-Feb-2023
22 CCG 10 Need for Supporting and Complementary Qualitative and	Performance Indicators will be developed and reported through the EE Programme and service KPI'S	31-Oct-2023	23-Feb-2023

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Quantitative Performance Measures and KPIs			
22 D 03 Outstanding balance to be passed to Legal and Charging Order to be placed	Legal service liaising with debtor to enter into an Agreed Notice, which when signed will be secured against the property as if it were a charging order	31-Jan-2023	23-Feb-2023
22 MA 01 Annual Review of Register of Interests	Register of interests form and procedure has been reviewed as part of the welcome pack documents for members following the May 23 elections	31-Dec-2022	22-Feb-2023
22 P 02 Learning a lesson from obtaining consultee responses should be replicated for the whole consultee list	A monthly meeting is diarised with DCC Highways; all other consultees are replying in good time.	30-Sep-2022	23-Feb-2023
22 PMO 03 Presentation of the Outline Business Case	This document has now been reverted back to Business Case, which will form part of the PAG process and SMT will approve whether these fall under the PMO and then if BC approved this will move to initiation phase.	31-Dec-2022	25-Jan-2023
22 PO 05 Consideration be given to updating various sections of the council website about parking information	Website was updated after audit in December 2022 - Further updates will take place for the OSPO due to be implemented 15 March 2023	30-Dec-2023	02-Feb-2023
22 S 01 Review the Safeguarding Policy to include Safeguard Lead rota	Tim Birtwisle is the dedicated lead contact. Customer Services are updated monthly re any planned leave and advised who is covering i.e. Natasha Rowland or Jeremy Mann. If there is unplanned leave Natasha Rowland is the primary contact with Jeremy Mann as second contact if she is unavailable. Safeguarding information including contacts is available on Insite.	31-Dec-2022	26-Jan-2023

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22 S 04 Periodical review of £100.00 monthly repayment to Debtor No. 368327 and increased if financial circumstances improve	Agreement has been made for 3 monthly repayments of £375 starting from 31st March 2023. This will get picked up by debt recovery if he doesn't keep to the new arrangement.	31-Oct-2022	23-Feb-2023
22 S 05 Add a suitable timescale for delivery/key training when Safeguarding is reviewed	The revised Policy states this will take place every 2 years. With regards to new starters this will form part of their induction.	31-Dec-2022	26-Jan-2023
22 S 08 Risks to Members when out campaigning or in their constituencies	Members health and safety assessment has been carried out and recorded with support from the Health and Safety Officer	30-Dec-2022	28-Feb-2023
22 TLSC 02 Several potential building issues were identified by the Contract Monitoring Officer during the site visit, which should be included within the snagging list	These issues are all documented on the project snagging list. This is being meticulously worked through and is due for completion June 2023.	31-Dec-2022	10-Feb-2023
22 TLSC 03 Formal progress meeting regarding the build phase and involving Council officers	A further progress meeting was held in January 2023	31-Jan-2023	10-Feb-2023
22 TLSC 04 Snagging spreadsheet document provided could be clearer regarding when it was last updated.	Contractor was notified as required.	31-Dec-2022	10-Feb-2023
22 TLSC 06 Monitoring activities for the service delivery element of the DBOM contract remain in their early stages.	First quarterly report has been completed and a copy sent to the audit team.	31-Mar-2023	24-Feb-2023

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22 TLSC 08 Parkwood to maintain register of Corporate / Strategic risks and mitigations	Parkwood have confirmed they have had a corporate risk register that looks at any threats to their business. COVID was the biggest threat to the leisure industry in modern times, but they have weathered that storm with NDC assistance and Central Government intervention. The biggest threat identified now is the energy crisis. These recent, major threats to the business have somewhat derailed Parkwood's previous risk register and they now have the single "Energy Crisis" risk on their register.	31-Jan-2023	13-Feb-2023
22 W&R 02 Workforce shortages	All HGV vacancies are now filled. Three weekly trial has been brought to an end and resources re-allocated to domestic rounds.	31-Jan-2023	10-Feb-2023
22 W&R 03 Maintaining older fleet vehicles	Transport Manager to continue to monitor contract performance closely with regular contract meetings. Assessment has been made on early replacement of x3 Romaquips, finance has been agreed and order will be placed by end Dec 2022.	31-Oct-2022	20-Dec-2022
22 W&R 07 Regular customer surveys and engagement to gather feedback	Customer services receive high volumes of complaints if there are problems with the rounds. As we average 12,000 property collections a day, there tends to be a higher volume of customer interactions than most other services. When rounds are going well (as they are currently), with few missed bins, we receive far fewer complaints and reasonably regular compliments. We are aware of what we need to do to reduce missed bins and we are working and reporting on this through the Programmes. As Head of Service for Environmental Enhancement, I would question the rationale for regular customer surveys to gather feedback and would recommend removal of this action.	30-Dec-2022	20-Feb-2023