

APPENDIX C – OVERDUE ACTIONS WHERE AN EXTENSION DATE HAS BEEN REQUESTED

Code	Description	Progress Bar	Latest Note	Due Date
21 BCFU 07 identify Key Contractor Services	<p>Observations: The Service Resumption Plans contain some analysis of the crucial contracted services which support delivery, albeit more detail could be provided. We suggest that the Council should consider what its top (five to ten) priority contracted services are, seek assurances from those suppliers that they have appropriate business continuity arrangements, and also what other alternatives might be put in place in the event of supplier failure.</p>	<p>90%</p> <p>HIGH RISK</p>	<p>11-Dec-2023 A business continuity and disaster recovery supplier checklist was signed off by senior management on the 16th October. The checklist has been created in partnership with procurement, legal and ICT colleagues to ensure it fits the needs of the organisation. Managers responsible for contracts or for the provision of a critical service that have a reliance on a third party, will be required to provide the checklist to the supplier for completion. In order to support managers in using this checklist, the emergency planning officer and ICT manager/Customer Focus Head of Service will attend the managers forum in the new year (24th January) to provide an explanation of the checklist and address any concerns. It was agreed where contracts are already in place this checklist will be used at the next renewal date. For the top five critical functions, this checklist will be applied retrospectively to understand any vulnerabilities and actions that may be required to address capability gaps. In instances where the third party is not able to meet the standards listed on the checklist, a decision will be required by the relevant Head of Service as to whether North Devon Council should tolerate this risk.</p>	30-Sep-2023

			<p>An extension of 31st March 2024 is requested to allow ICT, Legal, Procurement and the emergency planning officer to gain assurance from the top five priority functions for NDC, which are predominantly IT dependencies. The extension has been requested to account for the time it is likely to take for external parties to complete the checklist and for any potential concerns to be addressed.</p>	
<p>22 MAS 04 Update the procedures for reconciliations</p>	<p>Recommendation: Update the procedures for reconciliations to ensure efficient balancing every month. Observation and implications: Timing differences in the new web-based system need to be isolated and update the procedures to avoid the same issues in the future.</p>	<p>70% MEDIUM RISK</p>	<p>14-Dec-2023 Currently arranging with Civica Financials a consultancy week to run through all our reconciliation processes which should identify and correct the issues causing our timing difference and develop a more automated reconciliation process moving forward. This has been planned for quarter 4 2023/24.</p> <p>Time extension request: 30th April 2024 to allow this consultancy to take place.</p>	<p>30-Nov-2023</p>