

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

Code	Description	Progress Bar	Latest Note	Due Date
<p><b>20 CC 04</b> Complete R 04 19/20 Service Plan Action Investigate Document Retention disposal modules for core financial systems</p>	<p>Successful completion of Service Action Plan R 04 19/20 'Investigate Document Retention disposal modules for Core Financial Systems' should enable removal of historic information from core financial systems and remove the risk of non-compliance with GDPR requirements and risks around management of supplier records.</p>	<p><b>85%</b> <b>MEDIUM RISK</b></p>	<p>15-May-2024 A management decision was taken to prioritise the upgrade of our core financial system during 23/24. The team are now closing the accounts and producing the statement of accounts for 2023/24. The archiving work will commence once this has been completed. <b>Time extension requested please: 31 December 2024</b> <b>2<sup>nd</sup> REQUEST</b></p>	<p>31-Mar-2024</p>
<p><b>21 BCFU 07</b> identify Key Contractor Services</p>	<p><b>Observations:</b> 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</p>	<p><b>90%</b> <b>HIGH RISK</b></p>	<p>09-May-2024 A business continuity and disaster recovery checklist was rolled out across the council at the manager's forum on the 24th January 2024. The checklist has been successfully utilised during the procurement of three new contracts Zoom, Monday.com and Orlo. Further work is required to apply the checklist retrospectively to two cloud based applications that support the delivery of the top 5 critical functions. For other contracts already in place</p>	<p>31-Mar-2024</p>

	in place in the event of supplier failure.		the checklist will be utilised at the next renewal date. <b>Request revised due date: 30 June 2024</b>  <b>4<sup>TH</sup> REQUEST</b>	
<b>22 EM 01</b> A new Asset Management Plan should be drawn up, approved, and published	<b>Recommendation:</b> A new Asset Management Plan should be drawn up, approved, and published. The new Plan should be aligned closely with the Authority's Strategic Plan to ensure it will support and help deliver strategic priorities over the short to medium term. <b>Observations:</b> The Council does not have a current Asset Management Plan (AMP) and is therefore unable to take a proactive approach to managing its assets. The existing AMP is dated 2012-2016. Work is underway to create an updated plan to detail out the work required to maintain its assets, with the plan due to be completed by Summer 2023. This should support a more strategic and proactive approach to managing its assets along with the supporting Asset Management Strategy.	<b>80%</b>  <b>HIGH RISK</b>	08-May-2024 The Asset Management Strategy has now been drafted. It is intrinsically linked to the Commercialisation Strategy, which is also being reviewed. It was not considered appropriate to bring the AMS without the CS. It is hoped that both documents will go to Strategy and Resources shortly for Member approval. <b>As such, a final, further extension is required until the 30 September 2024.</b>  <b>2<sup>ND</sup> REQUEST</b>	31-Mar-2024
<b>22 EM 02</b> When new Asset	<b>Recommendations:</b> When the new system is in place implementing a		08-May-2024 Significant progress has been made. Tech Forge has been procured and a set of training	30-Apr-2024

<p>Management system is in place implement a fully interfaced database</p>	<p>fully interfaced database could avoid duplication of work.  <b>Observations:</b> Limited administration support to maintain current systems in place, which is exacerbated by the current database not fully interfacing with the Council's present finance system (Civica). This has been recognised by Management and the Terrier system is due for an upgrade. Harmonisation of software and hardware with a central database will improve officer efficiency and a fully interfaced database will give the Council an opportunity to consolidate data storage and report generation avoiding duplication.</p>	<p><b>80%</b>  <b>MEDIUM RISK</b></p>	<p>is being implemented for the whole team. They are mid way through this training and the final session is scheduled for the 31st July 2024.  <b>An extension is requested until the 30 September 2024.</b>  <b>3<sup>RD</sup> REQUEST</b></p>	
<p><b>22 EM 03</b>  Property information should be accurate and reliable</p>	<p><b>Recommendation:</b> Property information should be accurate and reliable.  <b>Observations:</b> The Terrier system should contain all land and buildings owned by the Authority along with the principal interests. However, NDC does encounter assets that they believe to be owned by NDC but are unregistered for various reasons. What this means is that they might not have deeds relating to the asset. This is currently being rectified as and when it crops up and we have been advised in due course they will all become registered.</p>	<p><b>80%</b>  <b>MEDIUM RISK</b></p>	<p>08-May-2024 Tech Forge aims to go live on the 26th July and so by the 31st July all information will be uploaded on the new system. This will be up to date from the go live date but will need constant update.  <b>An extension is requested until the 30 September 2024.</b>  <b>1<sup>ST</sup> REQUEST</b></p>	<p>31-Mar-2024</p>

<p><b>22 EM 10</b> Condition surveys should be completed on all assets</p>	<p>Recommendation: Condition surveys should be completed on all assets to give visibility of future maintenance commitments that are likely. Observation and Implications: Condition surveys are not conducted on all assets. A survey not only provides information for maintenance work that is required immediately. This survey also gives an indication of when future repairs, maintenance, decoration and renewal of each part of the building should be anticipated. Without performing condition surveys on all assets, the Council is potential open to more major reactive work being needed in the future which could be prevented.</p>	<p><b>25%</b> <b>HIGH RISK</b></p>	<p>08-May-2024 We have now recruited an assistant surveyor who is supporting this work and carrying out condition surveys when he can. Prior to this, staff shortages has slowed progress. This is also related to Tech Forge update, which will go live in July 2024 - it will act as a database for all issues found as part of the process. From July 24 and to avoid double handling, condition surveys can become a priority for the team. There are 90 condition surveys outstanding and so <b>an extension is required until the 31 March 2025.</b></p> <p><b>2<sup>ND</sup> REQUEST</b></p>	<p>30-Apr-2024</p>
<p><b>22 EM 12</b> Compile a global list of all condition survey requirements</p>	<p>Recommendation: A global list of all condition survey requirements should be compiled. Observation and Implications: A master report used to monitor condition surveys is not held. This would provide a central location and allow both specific, building type, strategic and service focused reports to be readily generated. A similar report to the Statutory Inspection spreadsheet could be created in the short-term and then perhaps when the system upgrade takes place explore whether it could be introduced as an additional module.</p>	<p><b>75%</b> <b>MEDIUM RISK</b></p>	<p>08-May-2024 The global list for condition survey requirements will be available when Tech Forge goes live, albeit it will be dependent upon the quality of the information uploaded to it. <b>Extension required until the 30 September 2024.</b></p> <p><b>2<sup>ND</sup> REQUEST</b></p>	<p>31-Mar-2024</p>

<p><b>23 H&amp;TA 01</b> Create a Live Homelessness Plan / Update report to record the current issues, problems, initiatives, and actions being taken to address them</p>	<p><b>Recommendation:</b> Provision of regular information regarding caseload and progress / achievements made to committee would help complement and give a broader picture to the headline that the homelessness budget is significantly overspent. The council should create a Live Homelessness Plan / Update report to record the current issues, problems, initiatives, and actions being taken to address them. This can be shown to members for review and information</p>	<p><b>60%</b> <b>MEDIUM RISK</b></p>	<p>08-May-2024 Progress has been made drafting a Live Housing Strategy. Since agreement to this recommendation we are now considering the benefits of becoming a Local Authority Housing Company vs becoming a Registered (Housing) Provider and we are taking further advice from a trusted source to inform this decision. <b>Extension to Time Request: 31 August 2024</b> <b>1<sup>ST</sup> REQUEST</b></p>	<p>31-Mar-2024</p>
<p><b>23 H&amp;TA 02</b> Review the Housing policies webpage on the North Devon Council website</p>	<p><b>Recommendation:</b> Review the Housing policies webpage on the North Devon Council website and consider whether showing the Private Sector Housing Renewal Strategy 2012 - 2015, and HECA Further Reports 2015 &amp; 2017 should still occur or whether they have been superseded.</p>	<p><b>50%</b> <b>MEDIUM RISK</b></p>	<p>09-May-2024 We have engaged a full time re-settlement officer who is now working with both Comms/ICT in the further development of the Website to highlight refugee schemes and contacts, the new Service Lead for Housing Options will now also be engaging to further develop the Housing pages. Servicebe overseeing both services. <b>Extension requested until 31 August 24</b> <b>1<sup>ST</sup> REQUEST</b></p>	<p>31-Mar-2024</p>
<p><b>23 HA 05</b> Ensure Key Performance Indicators are relevant</p>	<p><b>Observations and implications:</b> Key Performance Indicators are not adding any value or providing any useful information, with the risk that customer service is unsatisfactory, or performance cannot be measures.</p>	<p><b>0%</b> <b>MEDIUM RISK</b></p>	<p>21-May-24 This was referred to the Harbour Board on the 10th May 2024 and in that regard the original deadline has been met. If the deadline needs to relate to the agreement of the new KPIs then this</p>	<p>10-May-2024</p>

			<p>will need to be extended by two HB cycles.  <b>As such an extension is requested until the 30th November 2024.</b></p> <p><b>1<sup>ST</sup> REQUEST</b></p>	
<p><b>23 HA 06</b>  Create a new business plan for the Harbour</p>	<p><b>Observations and implications:</b> A Business Plan for the Harbour was issued in Nov 2019 to cover 2020 – 23. A current Business Plan is not held specific for the Harbour, although there are elements in the Place, Property and Regeneration Service Plan and the Programme Management Office medium to long term plan. As a significant and discrete council asset of importance to the local economy, we consider a business plan would be beneficial in support consideration of the resources and priorities to maintain and develop it in the medium term. It should also link to business development and tourism objectives. This includes focus on how to make the harbour financially solvent, or at least reduce the annual debt being incurred. We note this is a requirement of some harbour authorities; this is not the case for this harbour. We note the new business plan produced for Salcombe Harbour as a good example.</p>	<p><b>0%</b>   <b>MEDIUM RISK</b></p>	<p>21-May-2024 The original deadline referred to the first harbour board date after the audit and the need to refresh the business plan was taken to the Board. The Harbour Master will now work on a revised Plan. <b>In order for this to happen, an extension is requested until the 31st March 2025</b> - this will enable a draft to be taken to Board in November (after the busy Summer period) and final draft signed off at the following Board meeting - they occur quarterly.</p> <p><b>1<sup>ST</sup> REQUEST</b></p>	<p>10-May-2024</p>

	We are aware that the Harbour Board is to consider the need for a business plan.			
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