

APPENDIX B – AUDIT ACTIONS COMPLETED SINCE THE LAST COMMITTEE

Code & Title	Latest Note	Original Due Date	Completed Date
21 AGS 13 Progress the recommendations within the Devon Districts Procurement Strategy & update the Procurement Sustainability Strategy	Closure Note: Revised procurement strategy approved by Strategy & Resources Committee on 1 July 2024.	31-Mar-2022	01-Jul-2024
21 BCFU 07 Identify Key Contractor Services	Closure note: Assurance has been sought from suppliers for the top 5 critical functions where appropriate. This includes. Zoom, Locata and Civica. Assure is an NDC system so completion of the checklist is not required. Both the IT manager and lead for BC are content that Microsoft 365 and Outlook will have suitable disaster recovery arrangement in place and have not sought to get the checklist completed. All other suppliers will be checked at the next renewal date.	31-Aug-2021	20-Aug-2024
22 CTAX & NNDR 01 Identify Fraud - which would lead to loss of revenue	The single occupancy review has been successfully undertaken by the contractor appointed by DAP, Liberata.	30-Nov-2022	01-Aug-2024
22 EM 02 When the new Asset Management system is in place, implement a fully interfaced database	Closure note: Closed as it replicates service plan action PP&R 2023/24 01.	31-Mar-2023	25-Jun-2024
22 EM 08 Update the Master report data to include invoice references	Closure note: Closed as per request 8.5.24 (8.5.24 - This was considered but will not be happening as at the time of procurement a link between our systems was not available. This may be reconsidered in time.)	31-Mar-2024	29-Aug-2024

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22 EPCC 02 Once relevant risks from all sources have been collated, analysis of current plans & identification of any gaps in the planning process where further plans or mitigations would be beneficial	Closure note: All of the risks have been reviewed and plans in place to mitigate. Identification of further actions has taken place. The Community Risk Register will be presented to the September Governance Committee. The Head of Governance will then incorporate those high level risks into the Corporate Risk Register.	30-Sep-2022	04-Jun-2024
22 EPCC 03 Provide to all members an awareness session based on LGA Guidance 'Role of Councillors in Civil Emergencies' plus capture the role of member within NDCs Response & Recovery Plan.	Closure note: Councillor emergency planning training was delivered to members on the 22nd May 2024. A recorded presentation was circulated to any members that were unable to attend the in person training. There is an intention to run future emergency planning engagement / training events, in partnership with the Environment Agency and Devon Communities Together.	30-Sep-2022	20-Aug-2024
22 PO 07 Establishment of a parking business plan or strategy linked to possible Corporate Plan objectives should be considered	Closure Note - The car parking strategy was signed off at July S&R Committee, therefore it is requested that this action is now closed.	31-Dec-2023	29-Aug-2024
23 BC 01 Prioritise employment of full time surveyors	Management response 22.8.24: Significant recruitment has taken place in the last 12 months and all vacant posts apart from one have now been successfully filled. This vacant post will be progressed in the near future. Use of agency staff has now reduced to one post with expectation that this will be removed shortly.	30-Jun-2024	29-Aug-2024
23 BC 03 Guidelines for application completion	Management response 22.8.24: As outlined in 23 BC 01, recruitment has taken place in the last 12 months and the new Technical Support Team have a full complement of staff. Team have	01-Jul-2024	29-Aug-2024

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	been fully trained and are now competent in the application process. Policy and procedure documents have been updated for the various processes.		
23 BC 04 Additional resources to 'recover' service standards	Management Response 22.8.24: Significant recruitment has taken place in the last 12 months and all vacant posts apart from one have now been successfully filled. Technical Support team have a full complement of officers who have now been fully trained and additional support is still being provided from Mid Devon Council Planning Support team. Back office changes have been made to reflect the impacts from the new Building Safety Regulator (BSR) standards	01-Jul-2024	29-Aug-2024
23 BC 06 Customer satisfaction survey	A new survey was set up in March through Survey Monkey. The link goes out with all of our completion emails and the results will be compiled into a report quarterly.	31-Mar-2024	22-May-2024
23 D 02 Review should be undertaken of the two debtors to ascertain which invoices require to be written off or cancelled	Management Response 22.8.24: The two debts have been processed for write off. Procedures have been updated to now include a further check being carried out with Companies House on larger debts.	30-Jun-2024	29-Aug-2024
23 H&TA 01 Create a Live Homelessness Plan / Update report to record the current issues, problems, initiatives and actions being taken to address them	Closure Note: S&R are now being provided with regular updates from the Housing Manager. A Live Housing Strategy has been developed and is being taken to S&R in October for consultation based on the outcomes of the Devon Housing Commission Report. The risk surrounding the cost of putting out residents in temporary accommodation has been mitigated by appropriate revenue allocations. In addition to this, S&R and the Policy Development	31-Mar-2024	05-Sep-2024

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	Committee are kept up to date in relation to the Housing & Community Safety Programme quarterly.		
23 HA 02 Review and update the Development Strategy	Harbour Board consulted and Development Strategy / Business Plan to be re-established.	31-May-2024	25-Jun-2024
24 S 02 The Safeguarding policy states a designated member should be appointed to assume a lead responsibility for safeguarding	Management response 30.8.24: Action now complete, the policy has been updated to reflect that a lead member is not involved.	30-Jul-2024	30-Aug-2024