

Corporate Operations High and Medium rated actions outstanding

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
21/22	High	13.21/22 Council Tax	The Council will restrict the ability of staff to place markers on accounts. This may include limiting such action only to relevant managers or requiring all markers to be approved by a relevant manager before being placed. As part of this, guidance and instructions will be prepared and shared with all staff with access to place markers on council tax accounts. This may form part of an existing or new procedure note and will include why, how and when markers should be used.	Chris Boylett	21/12/2021	Overdue	Processes currently being reviewed and instructions on codes being used will be issued but cannot closedown or restrict codes until review below completed. Target date likely to be Sep 22.
21/22	Medium	13.21/22 Council Tax	The Council Tax team will complete a review of all accounts with circumstance codes (markers) on a quarterly basis, which will be checked for accuracy by a relevant manager. This will include confirming markers are appropriate (and providing the reasons why) and rectifying those that are not appropriate (and commencing recovery action where required).	Chris Boylett	21/12/2021	Overdue	Currently underway but limited resource available at present due to other priorities. Priority cases being dealt with first. Target date likely to be Sep 22
21/22	High	13.21/22 Council Tax	The Revenues Manager will undertake a review of current Council Tax arrears cases in order to identify cases where debts are	Chris Boylett	31/03/2022	Overdue	The service is currently trying to recruit the required resource. This is proving challenging as demand for

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			not considered economically viable to be chased. These cases will be recommended for write off.				this type of resource is very high
21/22	Medium	15.21/22 Housing Benefits	The Housing Benefit Team will complete an exercise to determine the reporting arrangements for housing benefit related performance information, covering the following: • The agreement of key performance indicators (KPIs) that will be reported on, such as timeliness of decisions and quality checks; • The forum at which these KPIs will be reported; • The frequency that this forum will meet to discuss the reports; • The service-level representation at these meetings; and • How matters will be escalated within the Council's governance structure.	Chris Boylett	31/03/2022	Overdue	Report taken to Scrutiny in December 21, detailed current targets and levels of performance. Performance against targets will be discussed at Monthly 1-2-1s between Group manager and Benefits manager and between Group manager and the appropriate line manager. This will also include performance against relevant quality indicators and actions to address identified issues such as training, performance management and process change. Expectation that performance will be reported to Scrutiny at least annually and more frequently if requested.
21/22	Medium	15.21/22 Housing Benefits	Reconciliations will be reviewed in a timely manner following their completion. If the individual responsible for carrying out the reconciliations is unavailable, the task will be delegated to another individual for completion.	Chris Boylett	31/03/2022	Overdue	A second officer (deputy) has been trained and is now able to complete this work to ensure timely completion.
21/22	Medium	4.21/22 - Rent Arrears Recovery – partial	Following the exercise to review the reports prepared detailing housing services performance, a	Chris Boylett	31/03/2022	Overdue	With the implementation of the new NES system testing has just started. Expected action

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			decision will be made as to how and where these reports will be presented and scrutinised. This will include consideration for the monthly housing performance and rents reports.				complete date is 30.6.22 following system implementation.
21/22	Medium	14.21/22 Whistleblowing	As part of the next Whistleblowing update provided to the Audit and Corporate Governance Committee, a comprehensive update will be provided against all actions agreed as part of the 2021/22 Whistleblowing Internal Audit Report.	Angela Wakefield	09/12/2021	Overdue	The draft Whistleblowing Audit was referred to in the report taken to the 09/12/21 meeting of the Audit & Corporate Governance Committee and the final version will now go to the March 2022 meeting of the Committee and this will confirm that the outstanding 2021/22 actions have been implemented or superseded – see Appendix C in the final report
21/22	High	14.21/22 Whistleblowing	The Council will devise a Whistleblowing Culture Improvement Plan to ensure actions are taken to improve confidence around the Council's whistleblowing function. Progress against the plan will be monitored thereon by an appropriate forum (for example, the Executive Board), periodically.	Angela Wakefield	31/03/2022	Overdue	Sufficient assurances are contained in the Whistleblowing Code at part 5.5 of the Council's Constitution. Those assurances will be reinforced by regular reminders published in the staff bulletin that the Whistleblowing Policy exists to enable them to make protected disclosures. In addition, the survey originally conducted in October 2021 will be re-run at

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							least annually, to gauge prevailing confidence. The Monitoring Officer has requested that the survey is first re-run during April 2022. The Monitoring Officer will also take an annual report to Audit and Corporate Governance Committee on the number of whistleblowing complaints received each year.
21/22	Medium	5.21/22- IT Business Continuity - Advisory* Critical	<p>The Council will update the Business Impact Analysis template to cover areas such as:</p> <ul style="list-style-type: none"> •Recovery Point Objective (RPO); •Maximum Tolerable Periods of Disruption (MTPD); •quantitative/qualitative impacts; and •process prioritisation in the event of an incident. <p>Following this, it will be ensured that BIA's are fully completed prior to sign off.</p>	Alexander Cowen	31/12/2021	Overdue	<p>IT BIA is complete and has been based on the revised template that takes on board the Internal Audit findings.</p> <p>As at March 32 BIA's have been completed to date and 3 remain outstanding, these have been escalated to the AD's for completion. 2 x Business Analysts have been recruited (Jan 22) and are currently undertaking the qualitative assessment and building a system priority matrix. This will inform the Disaster Recovery Plan and overall Business Continuity plan.</p> <p>To be completed at end of April</p>

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21/22	Medium	5.21/22- IT Business Continuity - Advisory* Critical	The Council will document a formal “lessons learnt” process for IT business continuity and disaster recovery. This will include the use of a template report and action plan.	Alexander Cowen	31/12/2021	Overdue	<p>The lessons learnt process will be developed alongside the BCP and the testing plan.</p> <p>A working group has been established to begin development on a lesson learned process including template reporting and action planning documents. These will be included in the final BCP.</p> <p>To be completed at end of June</p>
21/22	Medium	5.21/22- IT Business Continuity - Advisory* Critical	<p>The Digital & Strategic IT Business Continuity Plan will be updated to cover areas such as:</p> <ul style="list-style-type: none"> •backup staff for staff in key roles; •task lists according to scenario with timeframes, responsible staff and backup staff; •arrangements in place for diverting telephone calls as required; •contact details of department specific contractors and suppliers; •critical periods/dates; •minimum equipment and supplies required to carry on functioning; •logging of decision making (time, what the decision was, who made this etc.); <p>As part of this update, the Council will also review the Recovery Plan</p>	Alexander Cowen	31/3/2022	Overdue	<p>IT BCP plan is being reviewed through the established working group and will be updated to reflect areas identified in line with the corporate template. This will be completed in line with the timescales identified for completion of the overall BCP and Disaster Recovery Plan.</p> <p>To be completed at end of June</p>

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			for Digital and Strategic IT to ensure consistency and prevent overlap.				
21/22	Medium	5.21/22- IT Business Continuity - Advisory* Critical	The Council will outline the key responsibilities of each area of The Incident Hub as part of the IT Business Continuity Plan. In addition, roles and responsibilities will be formally defined in relation to Disaster Recovery and training will be introduced for relevant staff accordingly.	Alexander Cowen	31/3/2022	Overdue	Roles and responsibility have been identified within the service and IT incident hub process will be updated to reflect the changes through the updated IT BCP by end of April.
21/22	High	5.21/22- IT Business Continuity - Advisory* Critical	The Council will document a Disaster Recovery (DR) Policy, independent of the DR Plan, covering areas such as: <ul style="list-style-type: none"> •aims/objectives/principles; •relevant legal and regulatory requirements (if relevant); •roles and responsibilities and ownership of the policy, including who can declare and escalate/de-escalate a disaster; •what constitutes a disaster; •governance arrangements (including a dedicated forum for overseeing disaster recovery arrangements); •testing requirements i.e. how often the plan is to be tested (should be at least annually), and what will actually be tested as a minimum (or a schedule of tests). This should include testing of backups; 	Alexander Cowen	31/3/2022	Overdue	A Training programme for Business Continuity and Disaster Recovery was developed by the Emergency Planning and Business Continuity Lead is being refreshed and will be ready to be rolled out week commencing 11 April. The training is now scheduled for June 2022. The Disaster recovery policy is being developed by a working group which is working alongside the development of the BCP. This will be signed off and agreed at Information Governance board in April 2022.

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			<ul style="list-style-type: none"> •training requirements; •the use of an applications list, including prioritising applications in terms of order of recovery following a disaster; •process for carrying out and approving Business Impact Analyses (BIA)s which include RTO's (Recovery Time Objectives) and RPO's (Recovery Point Objectives) for each application. This should inform backup arrangements; •multiple contact details of relevant staff; and •where the plan and emergency contact information is to be made available (on-site, off-site, online, offline etc.); and •review frequency and version control (the policy should be reviewed at least annually, and each time there is a major change or incident at the organisation). 				<p>The BIA's will inform the priority applications list which will then be confirmed within the Disaster Recovery Plan. The review of the BIA's is due to complete imminently and has so far identified in excess of 500 applications that need to be reviewed for dependencies on core applications.</p> <p>In addition, progress has been made on engaging support to review and implement the DR plan. Consultants are currently working with the IT department on business-critical systems recovery planning. Whilst the BIA's will inform this process the major systems are clearly identifiable</p> <p>The BIA completion is scheduled for the end of April and the DR plan by the end of June</p>
21/22	Medium	5.21/22- IT Business Continuity - Advisory* Critical	The Council will ensure that a central register of all applications is retained with priority of recovery for applications, either individually or by group.	Alexander Cowen	31/03/2022	Overdue	The Council has a central register of all applications. There is further work to develop the register of all applications to provide more supporting information and

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							<p>further details in relation to support and hosting arrangements. This will then inform the Disaster Recovery Plan, the Major Incident Plan and the Business Continuity plan.</p> <p>Due to be completed by the end June</p>
21/22	Medium	5.21/22- IT Business Continuity - Advisory* Critical	<p>The Council will implement a formal approach/schedule for the testing of IT business continuity and disaster recovery, including the testing of data backups. This will be undertaken on at least an annual basis.</p>	Alexander Cowen	31/3/2022	Overdue	<p>The IT business Continuity Plan will set out the testing strategy and the approach to back-up testing. Work is already on-going through a working group alongside the development of the plan to ensure this happens as soon as the plans are agreed.</p> <p>Currently testing of back-ups are undertaken through operational restore requests. The proposed solution of securing back-ups of critical apps in a cloud solution, will provide an opportunity to develop a testing plan that supports full restores of backups. This will be tested through the implementation process to ensure data is recoverable.</p>

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							To be completed by end of June
21/22	Medium	8.21/22 Business Continuity and Disaster Recovery - Minimal	<p>Testing schedules will be agreed upon for emergency incidents and included as part of the Major Incident Plan.</p> <p>Once the plan has been finalised and agreed, testing of expected processes will commence in-line with the schedule.</p> <p>Outcomes of tests will be noted, and appropriate updates made to the plan</p>	Anthony Mario Montana	31/12/2021	Overdue	<p>Note this action has three actions, which will run at different timeframes.</p> <p>New personnel are in place who have reviewed these actions.</p> <p>The Major Incident Plan is being finalised and will progress to the approval governance process. Once this is approved the testing schedule will be developed and added to the work stream of the Emergency Planning team to action.</p> <p>Revised date for Major Incident Plan– May 2022</p> <p>Once the plan has been finalised and agreed, testing of the plan and its protocols will commence after which the testing schedule would be drawn out. This will include</p> <ul style="list-style-type: none"> • Communication Testing • Table Top Testing • Live Exercise • Performance, resilience, flexibility and ease of use of

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							<p>the Plan during an emergency, would routinely be utilised as a testing mechanism.</p> <p>The plan will be tested by 30 September 2022 - The last part of the action is completed. A new debrief document has been created. With clear areas for highlighting:</p> <ul style="list-style-type: none"> • what did go well • what did not go well, • with an area for a list of recommendations <p>The format of the document has changed to a more formal format. The format is in keeping with Slough's document governance Working in conjunction with the Incident Situation Report.</p>
21/22	Medium	8.21/22 Business Continuity and Disaster Recovery - Minimal	<p>The Council will develop, agree and implement a testing schedule in order to assess the effectiveness and robustness of the preparations outlined in the plan for ensuring business continuity.</p> <p>The following will be considered as part of the development of testing schedules:</p> <ul style="list-style-type: none"> •Paper walk-through testing, which involves working through the plans and identifying areas that have 	Anthony Mario Montana	31/12/2021	Overdue	Regular testing of the Business Continuity Plans is scheduled in September, following the completion of the Service Business Continuity Plans.

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			<p>been overlooked or processes that may not work;</p> <ul style="list-style-type: none"> •Component testing, which involves testing different sections or stages of the plan for practicableness, such as restore procedures, backup procedures and contacting stakeholder; •Full testing, which involves running through the plan in its entirety so as to assess its effectiveness in recovering lost information and continuing business as usual; •The intervals at which the above types of testing will be conducted; and •The reporting of outcomes and lessons learned. 				
21/22	Medium	8.21/22 Business Continuity and Disaster Recovery - Minimal	<p>The draft major incident plan will be completed, with all updates made including the finalisation of the 'Contact Lists', the 'Cascade call out' and the addition of contact numbers for individuals/ teams involved in the major incident response process.</p> <p>The plan will also include consideration over the debrief process when the plan is enacted. The plan will then be subject to appropriate formal review, followed by the Executive Management Team. Review will occur at least</p>	Surjit Nagra	31/12/2021	Overdue	The Major Incident Plan has been re-drafted and the debrief document has been completed. This will be finalised and informed by the BIA's and the Departmental BCP' before final sign off, as there are interdependencies. Scheduled to be completed by the end of June

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			<p>every two years. This plan will be shared with relevant staff members via the Resilience Direct Portal, digitally and in hard copy.</p>				
21/22	High	8.21/22 Business Continuity and Disaster Recovery - Minimal	<p>The Council's Business Continuity Plan will be updated to reflect the Council's restructure, the Council's relationship with Slough Children First, with all sections of the plan completed. Following update, the plan will be submitted for formal approval, before being made available to relevant members of staff.</p>	Anthony Mario Montana	28/2/2022	Overdue	<p>The Business Continuity Plan and the Disaster Recovery Plan are being developed alongside each other with a revised completion date of 30 June 2022.</p> <p>Both documents are dependent on the completion of Business Impact Assessments and the development of Departmental Business Continuity Plans. All departments have completed a BIA and these are being reviewed by the Corporate lead for Emergency Planning and Business Continuity.</p> <p>Business Analysts have substantially completed quality assurance of BIA's with service areas and outstanding services have been escalated to senior managers due to be completed by week ending 8 April</p>

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							<p>A workshop will be run in April to share the responses and set out the requirements for completion of the Business Continuity and Disaster Recovery Plans for each service and Department.</p> <p>These will then be collated by the Corporate Emergencies Planning and BC Lead who will draft them into a Corporate BCP by 13 May. This will be presented to CLT 1 June 2022.</p> <p>Comments will be responded to and a final version will be completed by 30 June 2022</p>
21/22	Medium	8.21/22 Business Continuity and Disaster Recovery - Minimal	The Emergency Planning and Business Continuity Lead will complete an exercise to update BIAs in conjunction with area leads to ensure these are reflective of the Council's corporate structure.	Anthony Mario Montana	31/03/2022	Complete	<p>Work has continued to collate this information with IT colleagues.</p> <p>Services are in the processes of updating their BIA's</p> <p>Following which a review and prioritisation will be undertaken which will ultimately form the basis of the council wide BCP.</p>
21/22	Medium	8.21/22 Business Continuity and Disaster	Once the roles and responsibilities for emergency planning and business continuity matters have	Anthony Mario Montana	31/3/2022	Overdue	This has been assessed in terms of the levels.

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		Recovery - Minimal	<p>been formally agreed and assigned, the Council will review the current skills and knowledge of its workforce in light of these expectations.</p> <p>Where training needs are identified, the Council will ensure that training is administered to relevant individuals to ensure that staff have the necessary understanding and capability to appropriately undertake their duties.</p>				<p>Bronze levels requirement are in place.</p> <p>Silver Level is BCEP Manager / AD's and Local Authority Liaison Officers (LALO) on the ground.</p> <p>Gold Level – training completed by Corporate Leadership Team in March</p>
21/22	High	13.21/22 Council Tax	<p>The Council will resume the preparation of council tax reconciliations. This will include investigating and resolving the £2,516,195 variance identified in 2019/20 and retrospectively completing reconciliations for 2020/21 and 2021/22.</p>	Ade Adewumi	31/03/2022	Overdue	<p>Full reconciliation will be completed by the end of April 2022</p> <p>A full reconciliation of the 2021/22 movement to February 2022 has been completed, this has allowed for the full documentation of the process for reconciliations from 2022/23; the revenues team are investigating the reconciling differences</p> <p>A summarised position from the inception of Agresso to date confirms the current reconciling differences, we've been unable to validate the £2.5m variance identified and can only conclude based on</p>

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							the detail we have from both systems that it was erroneous.
21/22	High	17.21/22 Rent Accounts	The Council will assign responsibility within Finance for uploading the rental, council tax, business rates and benefits postings to Agresso. This will then be uploaded to the reconciliations documents on a daily basis for June to September 2021 and then each month thereafter, allowing the reconciliations to be completed.	Ade Adewumi	31/03/2022	Overdue	All postings have been posted and are up to date. Final reconciliation processes are being worked on & completed reconciliations will be available by 30 th April
21/22	Medium	16.21/22 General Ledger	The Council will prepare a schedule of Agresso finance system functions/processes to be documented. Help cards will then be prepared and uploaded to the 'Knowledge Base' section of the Freshdesk page.	Ade Adewumi	30/06/2022	Not due	This will be reviewed as part of the revision of the Finance Function which is billed to commence in May 2022.
21/22	Medium	16.21/22 General Ledger	Following the completion of all reviews (of financial information, records and statements), the Council will retrospectively roll-over the periods to 2021/22. Where there have been significant changes to balances or reported information, relevant staff and Council Members will be made aware of this.	Liton Rahman	30/06/2022	Not due	The review is in progress and we are expecting the roll-over to be completed by the target date of 30/06/2022.
21/22	High	16.21/22 General Ledger	The Finance Team will assign an appropriate individual to complete the monthly reconciliations of control accounts, as well as a	Ade Adewumi	30/04/2022	Not due	The Monthly AP & AR Control Accounts are being prepared ny the Principal Systems Office and signed

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			second individual to check these. The preparation of the reconciliations will resume, including retrospectively completing all for 2021/22.				off by a Finance Technical Adviser. The outstanding piece of work in relation to the above is the aligning of the detailed feeder systems to the GL balances which requires liaison with Agresso Systems experts to redefine the report parameters. This will be complete by April 2022.
21/22	High	16.21/22 General Ledger	The Finance Team will assign an appropriate individual to review and manage all suspense accounts, including identifying those entries that can be cleared and action this. The clearing of suspense accounts will resume.	Ade Adewumi	30/04/2022	Not due	There are 3 Suspense Accounts that require the intervention of a Civica Specialist to provide a link between the debits and credits that are all processed via the IKON platform. All other suspense accounts will be cleared in closing the 22/23 accounts.
21/22	High	16.21/22 General Ledger	An exercise will be completed to identify all tasks to be completed as part of the month end process. A full month end timetable will be prepared and tasks will be assigned to appropriate staff members. The completion of tasks will be confirmed each month to a	Ade Adewumi	30/04/2022	Not due	This will be reviewed as part of the revision of the Finance Function which is billed to commence in May 2022.

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			relevant manager responsible for overseeing the closedown process.				
21/22	High	16.21/22 General Ledger	The Council will review and clear the 73,629 unposted journals currently in batch input maintenance. This approach will account for transaction dates and values.	Ade Adewumi	30/04/2022	Not due	Currently looking into a bulk process to delete these.
21/22	Medium	16.21/22 General Ledger	The Council will review the possibility of adding a notification functionality to Agresso, alerting staff of errors, directing them to the check maintenance of ordered reports and advising them that revisions are required to ensure journals are posted.	Ade Adewumi	30/04/2022	Not due	Journal Process to be reviewed in April 2022
21/22	High	16.21/22 General Ledger	A periodic checking mechanism will be introduced for unposted journals in batch input maintenance. This will include identifying those that need to be corrected (and communicating this to relevant staff) and those that can be deleted.	Ade Adewumi	30/04/2022	Not due	Journal Process to be reviewed in April 2022
21/22	High	16.21/22 General Ledger	The Council will complete an exercise to identify those roles/positions requiring access to Agresso finance functions and the access/functions required. Based on this the Council will implement a training programme covering finance functions on Agresso. Training will be a requirement before system access is granted	Ade Adewumi	30/04/2022	Not due	This process is underway and the current ERP Support consultants are building a training plan in conjunction with HR based on all relevant functions which will be followed by a rollout plan.

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			and will focus on the processes required as part of job roles.				
21/22	Medium	16.21/22 General Ledger	The Council will complete a six monthly review of general ledger user access to confirm: <ul style="list-style-type: none"> • Starters for the period have been suitably added; • Leavers for the period have been suitably removed; and • Access and access levels are appropriate for staff 	Ade Adewumi	30/06/2022	Not due	This will be reviewed as part of the revision of the Finance Function which is billed to commence in May 2022.
21/22	Medium	Debtors Management 18.21/22	The Council will review all current accounts receivable guidance available to staff, including the manual and Freshdesk help cards. Out of date guidance will be updated, whilst further documents will be prepared where there are gaps in available information.	Ade Adewumi	30/06/2022	Not due	This will be reviewed as part of the revision of the Finance Function which is billed to commence in May 2022.
21/22	Medium	Debtors Management 18.21/22	The Council will consider how best to revise the process for raising invoices to minimise errors. This may include: <ul style="list-style-type: none"> • Designating invoice preparation to a specific team; • Designating invoice review and approval to a specific team; or • Setting up a workflow process requiring cost centre managers to review and approve invoices. 	Jasvinder Dalvair	31/12/2022	Not due	Looking to review process and raising of invoices by accounts receivable department to minimise errors. This is due to be completed by the end of the calendar year (2022)
21/22	Medium	Debtors Management 18.21/22	An exercise will be completed to identify and update all current cost codes without a suitable chain of level one, two and three approvers. Consideration will also be made for	Ade Adewumi	30/06/2022	Not due	This will be reviewed as part of the revision of the Finance Function which is billed to commence in May 2022.

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			implementing escalating approvals. This may include also adding level three approvers as approvers for lower levels (such as level three approvers also being level two and one approvers) or having the system escalate approvals (such as escalate to level three where there is no level two approver)				
21/22	Medium	Debtors Management 18.21/22	The Agresso system will be set up to require supporting evidence to be attached to all credit notes prior to credit notes being processed.	Ade Adewumi	30/06/2022	Not due	This will be reviewed as part of the revision of the Finance Function which is billed to commence in May 2022.
21/22	High	Debtors Management 18.21/22	The Interim Group Manager Revenues Benefits and Charges will prepare a debt recovery policy which will be subject to formal review and approval. Once approved, the policy will be shared with and made available to all relevant staff, including the AR Team	Peter Robinson	31/05/2022	Not due	A new debt recovery policy is being worked on with the intention of it being taken to Cabinet for approval in Q1 of the new financial year.
21/22	Medium	Debtors Management 18.21/22	Managers will be asked to review and provide comments on current parked invoices relating to their cost centres. The Financial Technical Advisor will review responses and take suitable action (maintain a record of appropriately parked amounts or unpark amounts to enable recovery action)	Ade Adewumi	30/06/2022	Not due	This will be reviewed as part of the revision of the Finance Function which is billed to commence in May 2022.

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21/22	High	Debtors Management 18.21/22	The ability to park invoices will be restricted to the AR Team and the Finance Manager. Following this new control, the Finance Manager will review parked invoices on a quarterly basis and report outcomes to an appropriate finance manager.	Ade Adewumi	30/04/2022	Not due	This has been discussed and will be implemented by the end of April.
21/22	High	Debtors Management 18.21/22	An appropriate member of the Finance Team will be assigned to complete monthly accounts receivable reconciliations, as well as a second staff member to check and sign these off. The preparation of the accounts receivable reconciliations will resume, including retrospectively completing all for 2021/22.	Ade Adewumi	31/03/2022	Overdue	<p>The Monthly AP & AR Control Accounts are being prepared by the Principal Systems Office and signed off by a Finance Technical Adviser.</p> <p>The outstanding piece of work in relation to the above is the aligning of the detailed individual feeder system items to the GL balances which requires liaison with Agresso Systems experts to redefine the report parameters</p>
21/22	High	Debtors Management 18.21/22	The Council will implement a training programme covering accounts receivable functions on Agresso. Training will be a requirement before system access is granted.	Ade Adewumi	30/06/2022	Not due	This will be reviewed as part of the revision of the Finance Function which is billed to commence in May 2022.
21/22	Medium	IA Follow Up Q1	The Council will ensure that a draft Digital and IT team structure is	Vijay McGuire	30/06/2022	Not due	The ICT Restructure design has been developed

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			approved by the IG Board and the recruitment process is undertaken to ensure that sufficient resources are in place to appropriately oversee information governance arrangements and responsibilities per NHS Digital guidance are formally assigned.				The consultation document has been drafted Job descriptions are now being prepared - 70% completion. Once these have all been signed off we will progress the proposed restructure through the correct governance to seek sign off before launch.
21/22	Medium	IA Follow Up Q1	The Council will assess the current training arrangements in place for budget holders and develop a programme of training to ensure that all budget holders are sufficiently skilled/ trained to perform their function	Peter Worth	30/09/2022	Not due	Initial planning meetings held to determine scope of training and content. Training to be developed with aim to start roll out end of April/beginning of May.
20/21	Medium	General Ledger (21.20/21)	The Agresso Project Team will agree the timescales regarding the General Accounting Handbook's review and will monitor the progress of this. The Handbook will be updated to remove outdated references to arvato, outdated positions (following the restructure) and will include the process and rules relating to the setup, amendment and removal of budget codes After completion, the handbook will become available to staff via the Council's e-learning site and its location will be communicated to all staff.	A Adewumi	31/10/2021	Overdue	The development work on Agresso that was slated for completion in March 2022 has slipped to April 2022 mainly due to contractual issues with the vendor that hosts the system. This has been resolved and plans are underway for imminent completion. On completion a board will be constituted to review Finance & Procurement upgrade requirements as well as systems documentation, training plans, authorisation

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							hierarchies and internal team workflows.
20/21	Medium	James Elliman Homes (11.20/21)	The chair of the JEH Board will ensure that the SLA is formally signed by authorised representatives from the company and the Council.	C Booth	31/12/2021	Overdue	<p>The SLA has been produced and has been agreed as being reflective of current service provision. It is undergoing a legal review and will be presented for approval at the JEH Board in April. If approved it will be finalised for signature by JEH and the Council by the end of the April 2022.</p> <p>The SLA will be further reviewed and updated as appropriate as part of the forthcoming Options Review.</p>
20/21	Medium	31.20/21 - Discretionary Business Grants	Owners of active grant funds will be reminded of their responsibilities in relation to compliance with the corporate standard. In particular, to respond to communications within ten working days.	Mike Thomas	31/03/2022	Overdue	<p>A general review of all grant activities is being undertaken which will emphasise the need to comply with corporate standards including the response times. This will be completed by the end of May 2022.</p>
20/21	Medium	Creditors - 23.20/21	An exercise will be completed to review and remove all potential duplicate supplier accounts as identified via our data analytics testing.	A Adewumi	31/10/2021	Overdue	<p>The development work on Agresso that was slated for completion in March 2022 has slipped to April 2022 mainly due to contractual issues with the vendor that hosts the system. This has been</p>

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
							<p>resolved and plans are underway for imminent completion.</p> <p>On completion a board will be constituted to review Finance & Procurement upgrade requirements as well as systems documentation, training plans, authorisation hierarchies and internal team workflows.</p>
20/21	Medium	Creditors - 23.20/21	<p>The Council will ensure that the handbook is updated to reflect current processes by the Agresso Team and to provide step-by-step instruction for raising requisitions and receipting goods.</p> <p>This will be then be uploaded onto the intranet and staff informed of its location via all staff email.</p>	A Adewumi	31/10/2021	Overdue	<p>The development work on Agresso that was slated for completion in March 2022 has slipped to April 2022 mainly due to contractual issues with the vendor that hosts the system. This has been resolved and plans are underway for imminent completion.</p> <p>On completion a board will be constituted to review Finance & Procurement upgrade requirements as well as systems documentation, training plans, authorisation hierarchies and internal team workflows.</p>

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
20/21	Medium	Creditors - 23.20/21	Slough Borough Council will ensure that the Agresso Finance and Procurement training is updated and made available to staff. Furthermore, a training register will be introduced to monitor all Agresso training completed. Where training is overdue, this will be communicated to line management to ensure training is completed by staff.	A Adewumi	31/10/2021	Overdue	The development work on Agresso that was slated for completion in March 2022 has slipped to April 2022 mainly due to contractual issues with the vendor that hosts the system. This has been resolved and plans are underway for imminent completion. On completion a board will be constituted to review Finance & Procurement upgrade requirements as well as systems documentation, training plans, authorisation hierarchies and internal team workflows.
20/21	Medium	General Ledger (21.20/21)	The Council will review the password functions within Agresso to ensure that they: •Require changing on a periodic basis; and •Acceptable passwords will be subject to rules (certain lengths and unique characters to strengthen them and minimise the possibility of a security breach.	A Adewumi	31/10/2021	Overdue	Single Sign on functionality will address this and was due to be complete as part of the current systems development work by the end of March 2022. Its unfortunately slipped due to a contractual issue with the hosting vendor that has now been resolved so completion is expected by the end of April 2022.
20/21	Medium	General Ledger (21.20/21)	The Group Accountant will date and sign the Control Account	A Adewumi	31/10/2021	Overdue	This is complete for the AP & AR Control accounts, bank,

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
			<p>Reconciliations (including the clearing of the suspense account) within the reconciliation spreadsheet to evidence that they have been reviewed.</p> <p>The reconciler, the Accountancy Assistant, will also sign and correctly date the reconciliations. A digital signature will be applied when hard copy reconciliations are not possible.</p>				suspense and major account reconciliations are being addressed as a project with a revised scheduled end date of 30 th April 2022
20/21	Medium	General Ledger (21.20/21)	<p>The Financial Systems Accountant will correct erroneous journals identified as part of this audit, where both capital and revenues codes have been used for the same transaction.</p> <p>Following this, on a monthly basis a report of such journals will be produced, with these rectified in a timely manner. This activity will also be included within the Month-end Closedown Timetable.</p>	A Adewumi	31/10/2021	Overdue	<p>The development work on Agresso that was slated for completion in March 2022 has slipped to April 2022 mainly due to contractual issues with the vendor that hosts the system. This has been resolved and plans are underway for imminent completion.</p> <p>On completion a board will be constituted to review Finance & Procurement upgrade requirements as well as systems documentation, training plans, authorisation hierarchies and internal team workflows.</p>
19/20	Medium	Debtors Management (28.19/20)	The Council will explore the possibility of adding approval requirements to the Agresso	A Adewumi	31/10/2021	Overdue	The development work on Agresso that was slated for completion in March 2022 has

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
			<p>system when parking and unparking invoices. In lieu of this, access to park invoices will be the sole responsibility of the Accounts Receivable team. Staff requiring invoices to be parked will contact the team and a decision will be made as to whether this is a valid request or if additional information/approval is required.</p>				<p>slipped to April 2022 mainly due to contractual issues with the vendor that hosts the system. This has been resolved and plans are underway for imminent completion.</p> <p>On completion a board will be constituted to review Finance & Procurement upgrade requirements as well as systems documentation, training plans, authorisation hierarchies and internal team workflows.</p>
20/21	Medium	Creditors - 23.20/21	<p>The Council will introduce a process for logging amendments made to supplier accounts. This may include:</p> <ul style="list-style-type: none"> •Maintaining a separate record of changes made; •Enabling the amendment logging function on Agresso; •Restricting supplier account changes to specific individuals; or •Requiring evidence to be uploaded onto Agresso for all changes made. 	A Adewumi	31/10/2021	Overdue	<p>The development work on Agresso that was slated for completion in March 2022 has slipped to April 2022 mainly due to contractual issues with the vendor that hosts the system. This has been resolved and plans are underway for imminent completion.</p> <p>On completion a board will be constituted to review Finance & Procurement upgrade requirements as well as systems documentation, training plans, authorisation</p>

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
							hierarchies and internal team workflows.
20/21	High	Council Tax (17.20/21)	<p>The Council will undertake an investigation into the £2,516,195 unreconciled difference identified via the Council Tax Direct Debit reconciliations, in order to identify reasoning for this.</p> <p>The Council will also ensure that all variances are completed and investigated within a timely manner and completed reconciliations are shared with Finance.</p>	A Adewumi	31/12/2021	Overdue	<p>Major account reconciliations are being addressed as a project with a current scheduled end date of 31st March 2022. This has slipped to April 2022 as The Council Tax reconciliations took longer to deal with as it was difficult accessing the right reports to process the reconciliations.</p> <p>This has been resolved and a full reconciliation of the 2021/22 movement to February 2022 has been completed, this has allowed for the full documentation of the process for reconciliations from 2022/23; the revenues team are investigating the reconciling differences of under £30K.</p> <p>A summarised position from the inception of Agresso to date is a reconciling difference differences of £177k in total which is being investigated, we've been unable to validate the £2.5m variance identified</p>

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
							and can only conclude based on the detail we have from both systems that it was erroneous.
20/21	Medium	9.20/21 - Safety Advisory Group	<p>The information provided on the Slough Borough Council website will be updated to cover the following:</p> <ul style="list-style-type: none"> •The process of organising events, including the advanced notice to be provided to the Council and the timescale of the SAG process; •Links to the SAG Policy; and •Access to event booking form, event plan and risk assessment templates. 	Kate Pratt	31/03/2021	Overdue	<p>SAG and all events were cancelled in 2020 & 2021 due to COVID.</p> <p>SAG has now reformed and this one is still work in progress</p> <p>The event form, plan and risk assessment templates have been completed and are in the Safety Advisory Group folder on the shared drive (access to this drive is limited)</p> <p>The policy is on the intranet and the main council website</p>
20/21	Medium	Debtors Management (25.20/21)	<p>The new finance training manual will be introduced in April 2021 and all staff using Agresso self-service finance functions are to undertake relevant training, with completion rates reported to an appropriate forum. Exception reports of staff who have not completed the training will be forwarded onto managers with an instruction for relevant staff to complete the trainings.</p>	A Adewumi	31/10/2021	Overdue	<p>The development work on Agresso that was slated for completion in March 2022 has slipped to April 2022 mainly due to contractual issues with the vendor that hosts the system. This has been resolved and plans are underway for imminent completion.</p>

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
							On completion a board will be constituted to review Finance & Procurement upgrade requirements as well as systems documentation, training plans, authorisation hierarchies and internal team workflows.
20/21	Medium	Debtors Management (25.20/21)	The Council will complete a review of parked invoices on a periodic basis, validating the reasons for parking amounts through the issuing of a parked debt report to relevant cost centre managers. The outcome of the reviews will be reported to the Service Lead Finance and escalated as appropriate.	A Adewumi	31/10/2021	Overdue	Sundry Debtors parked invoices are being reviewed so as to provide a split between secured and unsecured debt, this will form a basis for the analysis that's required to clear erroneously parked invoices and provide a valid basis for the periodic reports. This analysis will be completed by the 30 th of April 2022.
20/21	Medium	Debtors Management (25.20/21)	The Council will complete the Income Collection and Debt Recovery Policy which will be subject to formal review and disseminated to relevant staff, including the Accounts Receivable team.	A Adewumi	31/10/2021	Overdue	This will be reviewed and finalised by April 2022 as the emphasis has been on the review of Parked invoices.
20/21	Medium	Debtors Management (25.20/21)	The dates that reconciliations have been reviewed by the Group Accountant will be recorded within the reconciliation spreadsheet. In addition to this, where hard copy reconciliations are unable to be	A Adewumi	31/10/2021	Overdue	The Monthly AR Control Account reconciliations are being prepared by the Principal Systems Office and signed off by a Finance Technical Adviser.

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
			signed off a digital signature will be applied to the reconciliation spreadsheet once it has been reviewed by the Group Accountant.				The outstanding piece of work in relation to the above is the aligning of the detailed feeder systems items to the GL balances which requires liaison with Agresso Systems experts to redefine the report parameters. This will be complete by April 2022.
20/21	Medium	Treasury Management (33.20/21)	The Group Accountant-Corporate (Capital, Treasury & SUR) will liaise with Logotech to produce a report including forecasted and actual cashflows. This report will then be monitored to identify significant variances.	Peter Worth	31/10/2021	Overdue	Cashflow forecasting being re-done for 2022/23 with new cashflow model / re-assigned to Peter Worth To be completed by 30 th April 2022
20/21	Medium	Health & Safety (22.20/21)	Directorates will ensure that health and safety self-audits are completed across all service lines on an annual basis. The completion of these audits will be reported to the health and safety team and a log of self-audits completed will be maintained	Vicki Swift / Vijay McGuire	31/12/2022	Not Due	Audits are not currently occurring due to COVID as team risk assessments are the priority for highlighting the change of operation. Risk assessments are being reviewed by the Health & Safety (H&S) team as part of Workforce Safety Group. H&S Team looking at an alternative format to auditing Health & Safety.
20/21	Medium	Asset Management (19.20/21)	The Group Accountant Corporate will fully document the verification / valuation process performed on	Peter Worth	31/01/2022	Overdue	Asset verification has largely been completed and the

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
			Council assets. This will include documentation around the frequency with which various asset classes are verified / revalued, roles and responsibilities of key individuals as well as any other asset verification processes.				asset register is being updated To be completed by 30 th April 2022
20/21	Medium	Follow Up Quarter 3	Conflicts of Interest - The establishment list utilised within the Declarations of Interest Monitoring spreadsheet will be escalated to CMT where responses are not received.	Surjit Nagra	31/03/2022	Overdue	Constitution to be reviewed and guidance/processes to be updated if required
20/21	Medium	Council Subsidiary Companies Review- James Elliman Homes - JEH	SLA For Support Staff - Conduct a budget profiling exercise to ensure accurate alignment between budget and actual outturn.	C Booth	31/10/2021	Overdue	A revised SLA was presented to the JEH Board in January however this was not approved by the Board and requires further changes to be incorporated. It also needs to align with the outcomes of the housing service team review and the outcome of the Options Review. A further update was provided to the Board in March 2022, which confirmed that the SLA had been through a detailed operational and financial review. Following these amendments, the document has been passed to HB Law

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
							<p>to undergo a legal review prior to presenting to the JEH Board on 12th April 2022. If approved at this meeting, it will be finalised for signature by both parties.</p> <p>It is recognised that the SLA may require updating again in early FY 22/23 based upon the Options Review and housing services review.</p>
20/21	Medium	Council Subsidiary Companies Review- James Elliman Homes - JEH	Management should develop a Scheme of Delegation and accompanying set of Standing Financial Instructions based upon information contained within the ToR's, SLA, Articles of Association and Financial Procedure Note.	C Booth	31/03/2022	Overdue	<p>A new draft SoD with FIs was prepared and discussed by the JEH Board in January 2022. However, the Board requested further revisions to provide more clarity in a few critical areas (including rent setting, bad debt write-off and service levels). The SLA for JEH has now gone through a detailed operational review, and the outcome of this will be reflected in the SoD and SFIs for JEH following Board approval of the SLA. The SoD and SFIs will be represented to the JEH Board for approval in May 2022.</p> <p>The SLA will also require further revision in FY 22/23 to reflect the outcome of the</p>

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
							housing services review and the Options Review and any amendments impacting the SoD and SFIs will be incorporated.
20/21	Medium	Subsidiary Companies Review - DISH (Development Initiative for Slough Housing Company)	Management should develop a Scheme of Delegation to clarify the financial authority delegated to key members of DISH such as the Company Secretary and Board of Directors.	C Booth	31/12/2021	Overdue	An Options Review is planned for early 2022/23 which will consider the ongoing rationale for the separation of these properties from the Council's HRA and a lease review. The review will consider whether the DISH properties should remain in a separate entity, be transferred into the HRA or an alternative course of action. If it is agreed that the company should continue, a Scheme of Delegation will be developed. This work will be completed in early 2022/23 in line with the Options Review.
20/21	Medium	Subsidiary Companies Review - DISH (Development Initiative for Slough Housing Company)	Management should develop a set of Standing Financial Instructions to complement the Scheme of Delegation and to ensure financial transactions are compliant with the Councils objectives regarding DISH.	C Booth	31/12/2021	Overdue	An Options Review is planned for early 2022/23 which will consider the ongoing rationale for the separation of these properties from the Council's HRA and a lease review. The review will consider whether the DISH properties should remain in a separate entity, be transferred into the HRA or

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
							an alternative course of action. If it is agreed that the company should continue, Standing Financial Instructions will be developed. This work will be completed in early 2022/23 in line with the Options Review.
20/21	Medium	Subsidiary Companies Review - DISH (Development Initiative for Slough Housing Company)	The Council would benefit from a formal risk register to identify specific risks, assess, prioritise and develop corresponding responses / mitigations associated with the 54 properties.	C Booth	31/10/2021	Overdue	The DISH risk register will be presented at the next Board. The same team that are leading the risk register for JEH are responsible for the DISH register as there is a similarity of issues.
20/21	Medium	Subsidiary Companies Review - DISH (Development Initiative for Slough Housing Company)	The Council should develop an SLA which includes the support services provided to DISH and the methodology for attributing cost.	C Booth	31/12/2021	Overdue	if DISH is to continue to operate as a separate stand-alone company, an SLA will be produced to set out the service requirements. The new SLA will be based upon the new JEH SLA which already reflects the changes to the Council's housing services team.

People (Children) High and Medium rated actions outstanding

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
21/22	Medium	6.21/22 - Schools Audit - Pippins School – Partial	The School Business Manager will ensure that the asset register is fully updated and completed following the inventory check to be completed by the IT contractor. This will be checked on an annual basis	Katie O'Dwyer - School Business Manager	31/05/2022	Not due	
21/22	Medium	6.21/22 - Schools Audit - Pippins School – Partial	The School Business Manager will ensure that an annual inventory check is completed once the asset register is fully updated. This will include maintaining a record of the checker, reviewer, completion date and outcomes of investigations for identified discrepancies	Katie O'Dwyer - School Business Manager	30/07/2022	Not due	
20/21	Medium	Our Lady of Peace Catholic Primary School (12.20/21)	The Business Manager will ensure that an annual inventory check is completed via the 'scan and trace' method, with a record maintained of the checker, reviewer and date of completion. The outcomes of the inventory checks will then be included within the Premises Report to be shared at the Leadership and Management Committee.	Linda Shoard	31/03/2021	Overdue	Ongoing - Experienced a technical problem with the Asset Management software; unable to complete the check. Full annual check to be undertaken by 30/11/2021 with report update emailed to the F&P committee and reported to the FGB 02/12/2021

Place & Community High and Medium rated actions outstanding

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
21/22	High	Temporary Accommodation 21.21/22	In line with current plans, the Council will ensure that an up-to-date Housing Strategy and Homelessness Strategy is created. Additionally, progress against the action plan will be periodically monitored by an appropriate forum.	Dean Tyler	30/09/2022	Not due	
21/22	High	Temporary Accommodation 21.21/22	The Council will undertake a review of workload for Officers and if deemed appropriate, create a business case to add additional resource in this area to aid the Council in meeting their Statutory responsibilities in respect of Temporary Accommodation.	Ian Blake	30/09/2023	Not due	
21/22	High	Temporary Accommodation 21.21/22	The Council will undertake a review of workload for Officers and if deemed appropriate, create a business case to increase capacity in this area to help the Council in meeting their Statutory responsibilities, in respect of Housing Decisions. Following this, the timeliness of decisions will be monitored through monthly performance reporting (as per management action five).	Ian Blake	30/09/2023	Not due	
21/22	High	Temporary Accommodation 21.21/22	The Council will take action to improve the Council's rent arrears profile for those housed in	Ian Blake	30/09/2023	Not due	

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
			Temporary Accommodation. Collection rates will be reviewed via KPI reporting as per management action five.				
21/22	High	Temporary Accommodation 21.21/22	The Annual Compliance Statement issued to Private Providers will be reviewed to assess whether the terms and conditions satisfies the Council's legislative duties as a housing provider. Following this, the Council will introduce a monitoring mechanism to ensure: <ul style="list-style-type: none"> • Providers are only engaged with should they have a signed Compliance Statement in place; • These Compliance Statements are reviewed and signed annually. 	Ian Blake	30/09/2022	Not due	
21/22	High	Temporary Accommodation 21.21/22	The Temporary Accommodation Team will ensure that monthly safety compliance of Council-owned stock (relating to properties in TA) are monitored on a monthly basis.	Ian Blake	31/12/2022	Not due	
21/22	High	Temporary Accommodation 21.21/22	The Council will develop a strategy to identify households which are no longer owed a duty to be accommodated under the Housing Act 1996.	Ian Blake	31/03/2023	Not due	
21/22	Medium	Temporary Accommodation 21.21/22	Following completion of the corporate restructure, a new performance mechanism will be developed to reflect the new service. This will include periodic	Ian Blake	31/03/2023	Not due	

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
			consideration of Temporary Accommodation related performance indicators				
21/22	Medium	Temporary Accommodation 21.21/22	The Temporary Accommodation Team will design interim measures to ensure that tenants are interacted with through periodic calls to identify any issues with their accommodation (or other related matters).	Ian Blake	31/03/2023	Not due	
21/22	Medium	Temporary Accommodation 21.21/22	The Temporary Accommodation Team will ensure that all documentation relating to the TA allocation (including spot placements) processes are retained via DIP.	Ian Blake	31/03/2023	Not due	
21/22	Medium	Temporary Accommodation 21.21/22	The Temporary Accommodation Team will ensure that following notification from the Housing Demand Team, a reassessment of accommodation is completed to ensure that this is suitable and in line with the Team's Placement Policy.	Ian Blake	31/03/2023	Not due	
21/22	Medium	Temporary Accommodation 21.21/22	The Temporary Accommodation Team will ensure that following notifications are received from the Housing Team: <ul style="list-style-type: none"> • The negative decision has been recorded on Capita; • A notice-to-quit has been issued; • Assurance is received the ensure that the accommodation had been vacated 	Ian Blake	31/03/2023	Not due	

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
			by the previous licensee.				
21/22	Medium	Temporary Accommodation 21.21/22	The Temporary Accommodation Team will ensure notices to Quit are served where the tenant breaches the licence agreement with the Council, with this in line with Council Policy.	Ian Blake	31/03/2023	Not due	
21/22	Medium	Temporary Accommodation 21.21/22	The Council will develop a diversification strategy to engaging with private rented accommodation providers.	Ian Blake	31/03/2023	Not due	
20/21	Medium	Leaseholder Service Charges (16.20/21)	The Council will complete an exercise to ascertain whether costs associated with major works to leasehold properties are recharged to leaseholders.	Liz Jones	31/03/2022	Overdue	This will be considered as part of the Options Review. The original Business Plan refers to the requirement for Council "top-up" payments to James Elliman Homes (to be reviewed).
20/21	Medium	Leaseholder Service Charges (16.20/21)	The Council will establish an accurate and reliable means of identifying costs associated with grounds maintenance.	Liz Jones	31/03/2022	Overdue	This will be considered as part of the Options Review. The original Business Plan refers to the requirement for Council "top-up" payments to James Elliman Homes (to be reviewed).
20/21	Medium	Leaseholder Service Charges (16.20/21)	A formal policy with regards to the apportionment of service charges will be developed. This will include a clear methodology for the apportionment methods to be	Liz Jones	31/03/2022	Overdue	This will be considered as part of the Options Review. The original Business Plan refers to the requirement for Council

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
			utilised and when they should be used.				“top-up” payments to JEH (to be reviewed).
20/21	Medium	Leaseholder Service Charges (16.20/21)	The Council will agree a means of monitoring levels of service charge recovery. This will include periodic review of recovery levels, with action taken as appropriate to rectify any issues identified.	Liz Jones	31/03/2022	Overdue	This will be considered as part of the Options Review. The original Business Plan refers to the requirement for Council “top-up” payments to James Elliman Homes (to be reviewed).
20/21	Medium	Leaseholder Service Charges (16.20/21)	As part of the annual billing process (September 20), an exercise will be performed to ensure that all costs incurred relating to leaseholders are billed through service charges.	Liz Jones	31/03/2022	Overdue	This will be considered as part of the Options Review. The original Business Plan refers to the requirement for Council “top-up” payments to James Elliman Homes (to be reviewed).
20/21	Medium	Planning – Statutory Response Times (36.20/21)	The Council will complete a review of their planning consultation methodology, with this including consideration over the communication lines in place between internal and external consultees.	Daniel Ray	30/09/2021	Overdue	A new updated APAS system should go live in Q1 of 2022 (down to IT infrastructure and the product and our systems being able to talk to each other); this should have increased functionality in terms of managing and monitoring consultations. Expected completion date 30 /06/2022 to allow for the new system to be up and running.
20/21	Medium	Temporary Accommodation	In line with current plans, the Council will ensure that an up to	Dean Tyler	01/09/2022	Not Due	Action to be led by Associate Director - Place

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
		Strategy (29.20/21)	date Housing Strategy is created. Additionally, progress against the action plan will be periodically monitored by an appropriate forum.				Strategy and Infrastructure. Periodic monitoring could be by the Customer & Community Scrutiny Panel
20/21	Medium	Temporary Accommodation Strategy (29.20/21)	Following completion of the corporate restructure, a new performance mechanism will be developed to reflect the new service. This will include periodic consideration of Temporary Accommodation related performance indicators.	Ian Blake	30/09/2022	Not Due	Directorate restructure is taking place Feb/Mar 2022. Interim line management arrangements currently exist. Temporary Accommodation service is being rebuilt from the bottom up to include determination of performance mechanism and Key Performance Indicators (KPIs)
20/21	High	Temporary Accommodation Strategy (29.20/21)	The timeliness of homelessness decisions will be included within the monthly Housing performance reports. Time periods exceeding 56 days will be highlighted and appropriately reviewed by either the TA Team or the Housing Demand Team.	Ian Blake	31/12/2021	Overdue	Report is generated. GM Accommodation monitors report and intervenes as necessary. Evidenced in monthly 1 to 1s
20/21	Medium	Section 106 Funds (38.20/21)	We will ensure that guidance is reviewed within Infrastructure Funding statements and the Council will take appropriate action to ensure the level of funds are kept under regular review and the Funding Statements will be reviewed by the	Pippa Hopkins	31/03/2022	Overdue	Monitoring being updated and guidance for Infrastructure Funding Statements (IFS) currently under review by technical officers. IFS postponed due to S114 so not clear

Year	Rating	Issue	Way Forward	Who	When	Status	Latest Status update
			Planning committee. This will include monitoring of invoices expected to be sent and those actually sent for the year.				yet if March deadline will be achieved for this.