

**APPENDIX B Audit & Standards Committee March 2022**

Audit:	Officer Responsible:	Grade:	Original Target Date:	Proposed Date:	Recommendation:	Agreed Action:	Latest Officer Update:
Effective use of consultation 2019-20	Communications and Marketing Service Manager	Medium	30/09/2021	30/06/2022	<p>The Council should prepare and implement an Engagement Strategy, which includes appropriate sections on Consultations. In responding to the various issues highlighted below, the Strategy should include:</p> <ol style="list-style-type: none"> <li>1. A requirement to complete standard documentation during the consultation process, including an output report summarising the outcome of consultations;</li> <li>2. The completion of an annual plan of consultations;</li> <li>3. Reference to a revised &amp; reissued Toolkit for managers;</li> <li>4. A requirement to ensure that outcome reports for all consultations are published on the Council's website;</li> <li>5. Arrangements for ensuring the Council's residents are involved where relevant in consultations on services being provided by 3rd party organisations; &amp;</li> <li>6. A requirement to conduct regular surveys of residents.</li> </ol>	<p>Following a desk-top research/review of Consultation Plans, the Council will prepare an Engagement Strategy which will be taken through the necessary Governance process for approval, before implementation.</p>	<p>January 2022: In November a piece of work commenced to engage with citizens around several key activities. This is supported by the Leicestershire Rural Community Council. One element of this engagement is to understand how residents would like to engage with the Council. The consultation closes at the end of January and the findings will be analysed during February – the findings will also help inform the strategy.</p> <p>One of the actions which has been implemented following the audit review is the development of a Consultation Plan for the organisation (attached fyi). The plan is developed at the beginning of each financial year with service managers and reviewed in November. This has enabled HDC to have a more joined up approach to engagement, avoids duplication/effort/resources and consultation fatigue for our residents.</p>
Development management 2020-21	Development Planning Manager	Medium	30/09/2021	30/03/2022	<p>A process to regularly reconcile planning income recorded in Uniform and the finance system should be introduced.</p>	<p>Agreed. It does require help of the Finance Services Team which has indicated agreement to assist. The time and work to develop and implement a process is not know and will be subject to capacity of both Finance and Development Management to implement. Other work of Budget Challenge 25 may also need to take priority.</p>	<p>January 2022: There is now a seperate internal audit of planning income and its recommendations may impact if and how this is implemented.</p>