

APPENDIX B Audit & Standards Committee September 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	30/09/2022	<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>June 2022: There has been a further amendment to the timeframe for completion of the strategy. This was agreed with senior management as this work links with other planned work/changes regarding engagement in some service areas that are due from September 2022.</p> <p>The service held a team workshop in June 2022 and a draft structure of the strategy, which will be in the form of a toolkit for staff, plus an external 'promise' to residents, has been written.</p>
Development management 2020-21	Development Planning Manager	Medium	30/09/2021	30/09/2022	<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>June 2022: On-going. Manual intervention is currently required to match between Uniform, Efins and planning portal. HDC Corporate Systems Administration &amp; Development Officer provided a report (summer 2022) in response to help request. Unfortunately, this did not relate to efins, and a check was unable to match records with the planning portal. To reconcile, systems need to have a least some way of identifying each of the transactions and a way to achieve this between uniform, planning portal and efins has not been identified. As new efins and Uniform systems are expected from April 2023 more work on this task now using existing systems may be wasted. The task should be revisited Q1 2023-2024.</p>