

# Closed IA Report



Generated Date	Nov-25
Action Criteria	
Project	Internal Audit
Closed	Within the Last 90 Days

Capital Programme						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3729	Medium	To ensure robust governance and compliance with the capital budgeting process, management will implement controls to ensure a capital bid form is completed for all capital items. In cases where the expenditure relates to a recurring asset replacement programme, management will ensure that the anticipated annual replacement is either: <ul style="list-style-type: none"> <li>• Approved via a completed Capital bid form</li> <li>• Clearly documented as part of an appropriately approved rolling capital programme</li> <li>• Covered under a pre-approved budget or contract framework</li> </ul>	31 Jul 2025	31 Jul 2025	22 Aug 2025	Closure Details: Closed: Update Further Information: Capital bid forms disseminated to all budget holders including for rolling capital programmes
3730	Medium	Management will ensure capital bids are reviewed and approved by an appropriate forum. The capital bid form will be updated to include a section for documenting the forum's review and endorsement decision.	30 Jun 2025	30 Jun 2025	22 Aug 2025	Closure Details: Closed: Action completed Further Information: Capital bid forms updated to include details of approvals/rejections
3732	Medium	Management will define a formal process for in-year capital programme additions, including: <ul style="list-style-type: none"> <li>• A requirement for documented approval for all in-year additions, clearly specifying the authorising officer/body.</li> <li>• A defined communication protocol to ensure the Financial and Treasury Accountant is notified promptly of any approved additions.</li> <li>• Maintenance of a central register of in-year capital additions, including supporting documentation and approval evidence.</li> </ul>	31 Oct 2025	31 Oct 2025	12 Nov 2025	Closure Details: Closed: An additional paragraph has been drafted to be added to The Budget Process 2026/27 A Guide for Budget Managers documenting the process of capital programme additions approvals and the associated requirements, documentation, communication, and records.
3731	Low	Management will consider developing and implementing a formal scoring or appraisal framework to assess capital bids against defined criteria, including alignment with the Corporate Plan.	31 Oct 2025	31 Oct 2025	12 Nov 2025	Closure Details: Closed: As part of the completion of the 2026/27 Capital Programme capital bids will be scored against the corporate plan, and these scores presented as part of the MTFS process.
Contract Management						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3751	High	A formal action plan will be implemented, outlining the Council's actions around re-tendering for expiring contracts. The contract register will be updated, removing the contracts the Council will not re-tender for, in a timely manner. Where appropriate, expiring contracts that are not longer needed and there is no recurring need for services should be archived.	30 Sep 2025	30 Sep 2025	03 Sep 2025	Closure Details: Closed: Processes in place Further Information: Process map in place for all procedures
3749	Medium	The Council will ensure the Contract Management Toolkit is formally approved by the Procurement Board. The toolkit should also reference the Procurement Act 2023 to ensure it is consistent with the legislation. Version control will be added to the guidance.	31 Aug 2025	31 Aug 2025	03 Sep 2025	Closure Details: Closed: presented to the Procurement Board twice for feedback and feedback recived.
Council Tax						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3938	Medium	We will formalise and evidence the process of sample checking of refunds.	30 Sep 2025	30 Sep 2025	01 Oct 2025	Closure Details: Closed: Completed
3937	Low	Staff responsible for checking suppression reports will consistently evidence their review through clear annotation, initials, or electronic sign-off.	30 Sep 2025	30 Sep 2025	11 Sep 2025	Closure Details: Closed: See notes
3941	Low	Systems and Development Manager will ensure staff evidence that the 3C ICT report is signed and dated to evidence that it has been reviewed against the master data spreadsheet of system user accounts.	30 Sep 2025	30 Sep 2025	22 Sep 2025	Closure Details: Closed: Procedures have been updated so that reports are initialled and dated. Further Information:

3942	Low	The Council Tax and Business Rates Manager will ensure that monthly cash reconciliations are reviewed, evidenced as such, and forwarded to the Reconciliation and Technical Officer in Finance within a defined and reasonable timeframe following month end (e.g., within 10 working days).	06 Sep 2025	06 Sep 2025	05 Sep 2025	Closure Details: Closed: Notes as closed on final audit report Further Information: Notes as closed on final audit report
3943	Low	The Council Tax and Business Rates Manager will ensure that monthly refund reconciliations are reviewed, evidenced as such, and forwarded to the Reconciliation and Technical Officer in Finance within a defined and reasonable timeframe following month end (e.g., within 10 working days).	06 Sep 2025	06 Sep 2025	05 Sep 2025	Closure Details: Closed: Reported as closed on final report Further Information: Reported as closed on final report
3944	Low	A formal agenda and minutes will be produced for each bailiff meeting.	06 Sep 2025	06 Sep 2025	05 Sep 2025	Closure Details: Closed: Reported as closed in internal audit report Further Information: Reported as closed in internal audit report
3945	Low	We will ensure the bailiff account reconciliation is subject to formal review and sign off periodically	31 Oct 2025	31 Oct 2025	12 Sep 2025	Closure Details: Closed: Complete

Data Quality and Performance Management						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3721	High	We will update the 2023 Performance Management Framework to reflect current practices and incorporate data quality into a single, integrated document. The new framework will: <ul style="list-style-type: none"> <li>• Document the target-setting process, including roles and data</li> <li>• Standardise expectations for Data Quality Templates</li> <li>• Clarify reporting timelines and responsibilities</li> <li>• Establish document ownership and review procedures</li> <li>• Be communicated to staff for consistent application</li> </ul>	31 Oct 2025	31 Oct 2025	29 Oct 2025	Closure Details: Closed: Upload of Finalised PMF
3724	Medium	We will establish a documented governance process which defines key steps in the annual target setting process. Each key step will outline responsibilities and expected outcomes, as well as what documentation needs to be retained for audit trail. The process will be reflected in the revised Performance Management and Data Quality Framework.	31 Oct 2025	31 Oct 2025	29 Oct 2025	Closure Details: Closed: Finalised PMF is agreed - see information update on 16/10/2025
3725	Medium	A process will be implemented to double check that reported figures reflect what has been submitted by PI owners. If any changes have to be made due to late submission or any other reasons, then this needs to be documented and saved.	31 Oct 2025	31 Oct 2025	29 Oct 2025	Closure Details: Closed: Finalised PMF is agreed - see information update on 16/10/2025
3726	Medium	A reminder should be issued to officers that information needs to be updated promptly in the relevant systems.	31 Oct 2025	31 Oct 2025	03 Oct 2025	Closure Details: Closed: Reminder process is laid out in the attached. Information is requested at the end of the month, with a reminder 1 week prior to the Performance Board, and a follow up on that Friday; first through email and then with a Teams message. Escalation higher has not been required, though it is laid out in the Performance Management Framework
3727	Medium	The Terms of Reference (ToR) for the Operations, Performance and Effectiveness (OPE) Board will be reviewed and updated to ensure it remains current and reflects the correct membership. Version control will be introduced to document any changes, and approval of any updates by the Corporate Leadership Team will be documented. The ToR will also confirm that services are responsible for the accuracy of performance data and must ensure appropriate representation at OPE meetings, where data is reviewed and any issues can be raised. In addition, an action log will be introduced to track all actions arising from meetings, with responsible officers, dates, and status recorded. Reviewing open actions will be a standing agenda item, with progress captured in meeting minutes to ensure consistent follow-up and accountability.	31 Oct 2025	31 Oct 2025	05 Nov 2025	Closure Details: Closed: Actions implemented and in place. This was signed off by the OPE Brd in Oct25
3722	Low	Handover notes and the Corporate Reporting Process documents will be reviewed and updated to incorporate any new practices introduced since the original notes were made. The documents will be formalised as official Standard Operating Procedures, with clearly defined review cycles and designated owners.	31 Oct 2025	31 Oct 2025	29 Oct 2025	Closure Details: Closed: Finalised PMF is agreed - see information update on 16/10/2025

3723	Low	Process notes will be developed for 2025/26, or existing data quality templates will be enhanced, to clearly document the annual target-setting process for each performance indicator (PI). This should include details on the data to be reviewed for each PI, the key factors to be considered in setting the targets, and the required approvals before submission.	31 Oct 2025	31 Oct 2025	03 Oct 2025	Closure Details: Closed: Attachments have demonstrated the process and this has been implemented and assessed in two successive months. This process is also highlighted in the Performance Management Framework
3728	Low	Performance reporting will be carried out in line with the agreed reporting schedule. Appropriate evidence will be retained to demonstrate that performance information has been presented and discussed as scheduled.	31 Oct 2025	31 Oct 2025	29 Oct 2025	Closure Details: Closed: Finalised PMF is agreed - see information update on 16/10/2025

Housing Benefits						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3930	Low	We will add a version history section to the Overpayment Policy that records the version number, date of revision, the person responsible for the update, and the approval details. This version control process will be applied to all future policy updates to ensure transparency and accountability.	31 Oct 2025	31 Oct 2025	31 Oct 2025	Closure Details: Closed: Version Control added to Housing Benefit Overpayment Policy
3932	Low	We will remind staff responsible for reviewing high-value payments to consistently complete all required fields on the Large Payments Analysis spreadsheet, ensuring the audit trail fully evidences the review undertaken.	02 Sep 2025	02 Sep 2025	02 Sep 2025	Closure Details: Closed: Service confirmed the action has been completed Further Information: Not verified by IA
3933	Low	Management will consider if there is additional value to be obtained by viewing how the two individual processes (performance statistics via team and assessor) are aligned.	31 Oct 2025	31 Oct 2025	31 Oct 2025	Closure Details: Closed: Following audit recommendation, the additional checks spreadsheet has been updated to record who the additional checks relate to. This enables us to monitor how many checks each assessor has received and whether theses are proportionate across the team. Implemented since 01/09/25.
3934	Low	We will establish a process to ensure that feedback on errors is issued promptly and without unnecessary delays. This will ensure assessors are made aware of errors quickly, reducing the risk of repeated mistakes. Prompt feedback will also allow staff to discuss any additional support, training, or guidance they may require for improving their performance.	31 Oct 2025	31 Oct 2025	31 Oct 2025	Closure Details: Closed: Housing Benefit Assessment - Accuracy feedback process document has been created and communicated to the Team Leaders
3935	Low	Management will ensure that the correct Housing Benefit Overpayment report is run for each review. This will help ensure all overpayments are captured and manual notifications are issued to customers as required. In addition, assessment officers will be reminded of the requirement to issue manual overpayment letters promptly upon identification of an overpayment in line with procedures.	07 Sep 2025	07 Sep 2025	05 Sep 2025	Closure Details: Closed: Action complete, Process in place

Payroll						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3975	Medium	The Council will ensure that amendment forms are signed prior to the staffing change taking effect.	31 Dec 2025	31 Dec 2025	03 Nov 2025	Closure Details: Closed: Action Completed
3976	Medium	The Finance Team will implement a monthly monitoring process to ensure timely follow-up on outstanding overpayments, supported by a centralised tracker and escalation protocol to prevent delays due to staffing changes or operational disruptions.	31 Oct 2025	31 Oct 2025	26 Oct 2025	Closure Details: Closed: Monthly reports in progress and collaboration with Payroll and HR. Best course of action advised is prevention and failure of managers completing leavers forms in good time
3973	Low	The Council will add a version control onto the Pay Policy, and the procedure documents showing the date of the last review.	31 Oct 2025	31 Oct 2025	17 Oct 2025	Closure Details: Closed: Policy and procedure updated to include date reviews

Procurement						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3746	High	We will ensure the Procurement Team has oversight of the process and verifies that sufficient documented quotations are obtained, or waivers are completed, in line with guidance in the Code of Procurement	30 Sep 2025	30 Sep 2025	03 Sep 2025	Closure Details: Closed: Fully implemented Further Information: System in place to ensure compliance with quotation process
3747	Medium	We will follow due diligence with all contracts and keep a signed and dated copy for the Council's records.	31 Aug 2025	31 Aug 2025	03 Sep 2025	Closure Details: Closed: Process in place and fully implemented Further Information: Fully implemented
3748	Medium	We will review and update all procedures and documents for the waiver process, to ensure clear guidance is in place. Training will be provided to all staff who could require using the process.	31 Aug 2025	31 Aug 2025	03 Sep 2025	Closure Details: Closed: Fully implemented Further Information: Fully Implemented
3739	Low	We will adopt a document control system, and all documents will be updated to clearly show date issued/revised and when the next review will take place. Only the latest approved version will be shared on SharePoint.	31 Aug 2025	31 Aug 2025	03 Sep 2025	Closure Details: Closed: Complete Further Information: Complete
3744	Low	The Procurement Team will ensure all guidance documents are available through SharePoint to all staff who make purchases.	30 Sep 2025	30 Sep 2025	03 Sep 2025	Closure Details: Closed: Task completed Further Information: Fully implemented
Recruitment and Retention						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3704	High	We will update the Recruitment & Selection Policy and ensure that it is subject to regular review with formal version control by the Senior Leadership Team. We will ensure that the Recruitment Process Guide for Hiring Managers is up-to-date, subject to regular review with formal version control and complimentary to the Recruitment & Selection Policy	31 Jul 2025	31 Jul 2025	03 Sep 2025	Closure Details: Closed: Action now complete. New Policy approved at employment committee on Wednesday 23 July and policy launched Further Information: Action now complete. New Policy approved at employment committee on Wednesday 23 July and policy launched
3705	Medium	We will create a Retention Policy to include guidelines and procedures for employee retention. This could cover areas such as onboarding practices, career development opportunities, recognition and rewards, work environment, staff compensation and benefits.	31 Oct 2025	31 Oct 2025	05 Sep 2025	Closure Details: Closed: Update has been added 4.9.25 Further Information: Action has been completed
3711	Medium	We will report on recruitment KPIs to an appropriate forum or include recruitment KPIs within the Workforce Report.	31 Oct 2025	31 Oct 2025	09 Oct 2025	Closure Details: Closed: The Corporate Director, Communities, who chairs the Operational Performance Board, has decided not to incorporate KKPI's for recruitment at this time. This decision is based on the understanding that KPIs are established by members in relation to key risks facing the council, and during a recent review, recruitment was not identified as a priority area for inclusion. Additionally, relevant data is reported quarterly to the Employment Committee, where any concerns raised by members are duly addressed and acted upon.
3710	Low	We will ensure that all temperature check surveys are subject to review by the Corporate Leadership Team and this is evidenced.	31 Dec 2025	31 Dec 2025	05 Sep 2025	Closure Details: Closed: Action Completed and evidence added 5.9.25 Further Information: Action Completed

Committee Governance Structure 24.25						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3712	Medium	The Council will review and update the Constitution on a regular basis so that the governance document is fit for purpose. A frequency of formal review and a cycle of this review process will be established and evidenced, including version and change control.	31 Mar 2026	31 Mar 2026	11 Nov 2025	Closure Details: Closed: The Working Group is meeting regularly, and last met on 23 October 2025. It is scheduled to meet again on 8 January 2026
3713	Medium	Management will extend the remit of the centralised action log to include actions arising from all Committees. Status and outcomes of actions to be reported to Committees as a standing agenda item.	30 Sep 2025	30 Sep 2025	04 Sep 2025	Closure Details: Closed: An action tracker has been established which contains a record for actions arising from all formal Committees.
3714	Medium	The Council will review the meeting frequency of the Constitution Review Working Group.	30 Sep 2025	30 Sep 2025	11 Nov 2025	Closure Details: Closed: The Working Group is meeting regularly, and last met on 23 October 2025. It is scheduled to meet again on 8 January 2026. As reported previously, the Working Group has agreed to schedule its meetings to take place in advance of Corporate Governance Committee and meetings of Full Council.
3715	Medium	Management will give consideration as to whether the Employment Committee should produce an annual report to self- assess its own effectiveness and delivery of its agreed terms of reference.	30 Sep 2025	30 Sep 2025	11 Nov 2025	Closure Details: Closed: Action closed as requested by Monitoring Officer
3717	Low	Management should define and document expected TOR standards and required content to provide a framework for TOR development any newly constituted forums and working groups.	31 Mar 2026	31 Mar 2026	04 Sep 2025	Closure Details: Closed: A "house style" template for Terms of Reference for newly constituted forums and working groups has been produced and is now in use.
3718	Low	Management will ensure the TOR of governing forums are subject to formal and evidenced annual review and approval as part of annual Constitution update.	31 Mar 2026	31 Mar 2026	11 Nov 2025	Closure Details: Closed: Reviewed as appropriate and ToR refer to statutory meetings that do not require any further updates currently so can be closed
3719	Low	Management to introduce a Constitution version control document to log Constitution versions, amendments, dates and approvals of amendments (for example whether they were approved by the Monitoring Officer or Full Council).	30 Sep 2025	30 Sep 2025	11 Nov 2025	Closure Details: Closed: Action closed as requested by Monitoring Officer, the version control is in place and will be amended as changes are being made
Home and Hybrid Working 24.25						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3515	Medium	Additionally, a review of cleanliness standards should be undertaken to ensure all desks and shared spaces are regularly cleaned and maintained to an acceptable standard.	31 Aug 2025	31 Aug 2025	01 Sep 2025	Closure Details: Closed: Sani Stations in place Further Information: Sani stations have now been installed
3516	Medium	Consideration will be given to what system/approach should be implemented to maximise the use of available desk spaces over the five day working week.	31 Dec 2025	31 Dec 2025	09 Sep 2025	Closure Details: Closed: CLT decision taken that a desk booking system is not wanted at this stage
3518	Medium	We will implement a consistent method for tracking working hours across all teams.	30 Sep 2025	30 Sep 2025	08 Sep 2025	Closure Details: Closed: This is in place via I trent and managers are being supported on accessing this Further Information: This is in place via I trent and managers are being supported on accessing this
3521	Medium	The Corporate Induction Programme will cover corporate policy in relation to home and hybrid working and reference that the policy is under review / development to meet the needs of the service.	31 Jul 2025	31 Jul 2025	04 Sep 2025	Closure Details: Closed: This has been embedded in the Corporate Induction Programme

3767	Medium	A clear desk policy should be introduced to address potential GDPR breaches, ensuring that all documents are securely stored away. True hot-desking should be implemented to reduce desk 'ownership' and encourage staff to keep their workspaces clear. Teams requiring physical storage for paperwork should be provided with secure office cupboards or storage solutions to safeguard sensitive documents.	31 Jul 2025	31 Dec 2025	11 Nov 2025	Closure Details: Closed: The 3C ICT Clear Desk Policy (reference IG09) was ratified by the joint Information Security and Governance Board on 21st July 2025 and published to the staff sharepoint. This has been circulated to all staff in Hybrid Working Policy FAQs as of 9th September 2025. The council has sufficient secure storage to reduce the risk of breaches of unsecured confidential data. The hybrid Working Group has drafted zoned areas to ensure there is clear ownership of desk areas, and teams are able to request additional storage via facilities if required, but as of 11th November 2025 no requests have been made currently.
3522	Low	The Remote Working and Stress in the Workplace e-learning modules should be mandatory for all staff. Additionally, Positive Mental Health at Work for Managers and the Managing Remote Teams e-learning modules should be mandatory for Managers.	30 Sep 2025	30 Sep 2025	04 Nov 2025	Closure Details: Closed: Modules currently on system are optional as other sessions overlap and cover the same topics. These remain optional as refreshers for managers
3523	Low	An additional e-learning session covering productivity in the workplace and when working remotely should be introduced for staff.	30 Sep 2025	30 Sep 2025	11 Nov 2025	Closure Details: Closed: Productivity is covered in the My Conversation 121 instructor led session. To be made available to all staff after initial roll out.
3524	Low	HR should ensure that completion rates for all mandatory training modules, including Positive Mental Health at Work (individual), are accurately tracked, with clear visibility on the number of staff who have and have not completed the training.	30 Sep 2025	30 Sep 2025	10 Sep 2025	Closure Details: Closed: This is in progress

Commercial Estates Rent Review Processes and Invoicing 24.25						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3545	High	Head of Property and Facilities to draft a guidance document on the implementation of rent reviews. The guidance should provide a hierarchy of the types and values of rent reviews and who may complete / approve these. The guidance will be subject to appropriate approval (Director of Finance and Corporate Resources).	30 Sep 2025	30 Sep 2025	07 Oct 2025	Closure Details: Closed: Document completed September 2025. Approved by S151 October 2025.
3546	High	Action will be to bring the master data spreadsheet up to date and ensure that it remains so. Property entries will be allocated to appropriate staff to check and correct errors once these are identified.	30 Sep 2025	30 Sep 2025	09 Sep 2025	Closure Details: Closed: Action has been taken to bring MASTERDATA up to date and the team know the importance of keeping it up to date.
3547	Medium	The Head of Property and Facilities will introduce periodic portfolio wide reporting of the completion status of rent reviews to enable oversight by Director of Finance and Corporate Resources. Once the Masterdata sheet is up to date and complete, quarterly reports will be issued that will note how many reviews have been completed, and how many are outstanding. Of those outstanding the numbers intentionally not implemented for tactical reasons will be noted.	30 Sep 2025	30 Sep 2025	09 Sep 2025	Closure Details: Closed: Update issued to S151. Future reports will presumably be done by my successor.
3548	Medium	Rent and Estates Officer to ensure invoicing controls are appropriately evidenced as follows: •The reconciliation of total amount invoiced between prior quarter and current quarter will more clearly documented for both modern and traditional invoices on the invoicing spreadsheet. •The total of all invoices raised on Tech 1 will be agreed to the total per the invoicing spreadsheets and a screenshot from Tech 1 saved to the spreadsheet as evidence. •Line by line check between current month and previous month rent amounts for monthly invoiced tenants will be evidenced within additional column added to spreadsheet.	30 Sep 2025	30 Sep 2025	09 Sep 2025	Closure Details: Closed: All 3 points are now actioned and are evidenced clearly on the invoicing spreadsheets. I've attached a copy of the previous quarters completed spreadsheet which shows this. The reconciliation mentioned in point 1 can be found below the list of invoicing and the totals. I now include a screenshot of Tech1 on the 'pre-run' tab which shows the total on T1 matching the spreadsheet. Finally, column O shows that a line by line check has been completed comparing to the previous invoicing spreadsheet, if it doesn't match a comment is provided in Column Q explaining why.



Operations Vehicle Maintenance 24.25						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
1754	Medium	Create a training matrix for each member of staff, including managers, within the service. Training matrix should list all training which has been completed internally and externally, when these skills need to be refreshed, and the data analysed to highlight any training gaps.	31 Jan 2025	30 Sep 2025	12 Nov 2025	Closure Details: Closed: Implemented 31/10/2025, now accessible by several people
Cyber Essentials Assessment						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3695	Low	We will ensure that a business case is documented and recorded for enabling external network access through the use of a VPN connection. A business case must be signed off at board level and the associated risks should be reviewed regularly.	31 Dec 2025	31 Dec 2025	04 Nov 2025	Closure Details: Closed: Business case has been created and approved at the councils information assurance baord.
Fuel Usage and Payments 22.23						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
1680	Medium	New Action - The Council should clarify as to whether the decision on the availability of the 50,000-litre tank is a CLT or departmental issue.  Old Action - The need for the spare 50,000 litre tank will be reviewed in terms of cost and value, and the decision to continue or otherwise made at SLT. It will be made clear to SLT that only limited controls can be applied to this part of the fuel supply.	30 Sep 2023	30 Sep 2025	11 Nov 2025	Closure Details: Closed: As decision has been made CLT approved procurement, action can be closed  Closure Details: Closed: as per CGC report 29.01.2025 Further Information: 3 See comment above re Ref No 1678.The requirement for any additional fuel storage is part of theproposed HVO implementation
1678	Low	Now that the decision on fuel has been made, the Council will complete re-letting of the contract in line with procurement policies and procedures.	30 Sep 2023	31 Aug 2025	03 Sep 2025	Closure Details: Closed: Completed Further Information: Completed  Closure Details: Closed: as per CGC report 29/01/2025 Further Information: Following the pilot project agreed in November 2023, acomprehensive trial was undertaken with HVO which concludedin June 2024. Outcomes are now being formally communicatedto relevant O&S Panel (February 2025) and then to beconsidered by Cabinet (February 2025) for decision onimplementation. This will then allow for an appropriate fuelcontract to be let and added to the contract register.
PCI-DSS : Payment card security standards 18.19						
Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
1707	Medium	THIS ACTION REPLACES THE ORIGINAL ACTIONS 1-3 OF THE PCI-DSS 18.19 ALL OF WHICH WERE OUTSTANDING AT CLOSURE IN JUNE 2023.  Launch a PCI-DSS compliance programme to achieve compliance for all channels across the organisation including business change were required.  A long implementation date (Sep 24) has been given until phases of the programme have been determined, at which point it is hoped each phase will have a date attached. Regular progress updates will be provided in 4Action and to Corporate Governance Committee.	30 Sep 2024	30 Sep 2025	21 Aug 2025	Closure Details: Closed: Capita upgrade completed to make HDC PCI-DSS compliant Further Information: Capita upgrade completed to make HDC PCI-DSS compliant