Appendix 3 - Closed Internal Audit Actions

Generated Date	Sep-26

Licensing and Environmental Health

Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
5682	Medium	Management will take steps to help ensure that all stages of the skin piercing registration process are consistently followed, including the use of standard templates and completion of all required checks, with clear audit trails maintained. This could include reiteration of process to team members, revision of the inspection report so that it is more user friendly or introduction of intermittent management sampling of registrations.	31 Aug 2026	31 Aug 2026	24 Aug 2026	Closure Details: Closed: This has been completed Further Information:
5681	Low	Management will undertake a comprehensive review of all Licensing and Environmental Health policies and procedures to ensure a consistent and robust approach to document governance. All documents will clearly set out key information, including document ownership, approval authority and review frequency. Version control, including version number, brief overview of changes made and the approving body or individual, along with the approval date will also be logged. It may be beneficial to present this information in a clear, standardised table format to enhance usability and transparency.	31 Aug 2026	31 Aug 2026	24 Aug 2026	Closure Details: Closed: This action has been implemented Further Information:

Data Quality - Human Resources

Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
5690	Low	Management will implement a formal control to ensure all job descriptions are formally dated and subject to periodic review	31 Aug 2026	31 Aug 2026	15 Aug 2026	Closure Details: Closed: The job description template has been updated with this information for all new roles going forward Further Information:

Capacity Planning

Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
4832	Medium	Create a single Service Planning Methodology that sets out the full process for preparing, reviewing and approving and monitoring of Service Plans. It should explain: • The steps in the process and who is responsible at each stage. • What Service Plans must include, covering BAU activity, planned change, pressures, risks, dependencies and resourcing. • The approval route and how decisions are recorded. • The supporting guidance, templates and timelines.	30 Jun 2026	30 Jun 2026	30 Jun 2026	Closure Details: Closed: Action Complete – The Service Planning process has been fully aligned to the Council's 6D Project Lifecycle and project intake arrangements. All new project proposals are now required to progress through the formal project gating process, which includes priority scoring, review by key corporate services, strategic alignment assessment against the Corporate Plan, and governance approval before resources are committed. Clear guidance and supporting processes have been introduced covering project submission, review, classification, risk assessment and progress reporting requirements. Supporting evidence includes the new Service Planning Guidance and Project Enquiry Submission process documentation Further Information:
4833	Medium	Document the process for reviewing and challenging Service Plans, including how the Transformation Team undertakes the review, who is involved and what the purpose of the review is. The team should also develop internal guidance or a simple checklist to ensure that key checks are carried out consistently and that decisions and follow-up actions are recorded.	30 Jun 2026	30 Jun 2026	30 Jun 2026	Closure Details: Closed: Action complete - Service Planning has been aligned to the Council's 6D Project Lifecycle and project gating process. All new projects are now subject to formal review by the Project Management Office to ensure request is sufficiently clear, strategically aligned and ready to proceed for scoring and Gating Panel decision. The scoring is based on the following categories: - Corporate Plan alignment, - Service demand and efficiency impact, - financial potential, - technology and digital fit, - capacity and resource viability, and - compliance, risk and regulatory considerations. New guidance has been developed, supporting evidence attached, Further Information:
4835	Medium	Set clear standards for updating the Transformation Programme tracker so that monitoring of actions is consistent and reliable. This should include: • Clear definitions for RAG ratings • Minimum requirements for commentary, particularly where actions are delayed or at risk Periodic review to check that updates have been submitted as expected and that information is complete and accurate.	30 Jun 2026	30 Jun 2026	30 Jun 2026	Closure Details: Closed: Action Complete – The Council's PMO and Corporate Transformation service have been strengthened, with a greater focus on project initiation, planning and governance. This has improved project oversight, reporting, challenge and collaboration with services, supporting more effective project delivery. Updated guidance for Project Managers has been produced and is attached as evidence Further Information:

Housing Benefits

Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3929	Low	We will continue to: • Complete the update and migration of all Housing Benefit procedures into the new standardised format and template • Address any remaining gaps in procedures identified during the update process • Implement and follow a clear timeline to coordinate the completion of this work, using the central tracking spreadsheet to monitor progress	31 Mar 2026	30 Jun 2026	30 Jun 2026	Closure Details: Closed: Migration of HB procedures onto new standardised format complete. There will be a rolling review of procedures to implement any updates as and when they occur. Further Information:

Market Towns Programme

Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
5294	Medium	Management will formally document and consolidate the current governance and reporting arrangements for the remaining Market Towns projects, including how oversight sits within Transformation Board governance. Management will also establish or confirm a clear mechanism for recording and tracking programme-level actions and decisions and ensure that relevant project documentation (including PIDs) is updated where appropriate to reflect the revised governance arrangements and reporting routes.	30 Jun 2026	30 Jun 2026	30 Jun 2026	Closure Details: Closed: Action Complete – Programme governance arrangements have been reviewed and approved by Leadership in June 2026. The Market Town Programme is now aligned to the Corporate Delivery Programme Board, with clear governance links to the Council's 6Ds project lifecycle (gating) and escalation routes through the Corporate Leadership Team Governance Meeting, strengthening oversight, assurance and decision-making. Further Information:

Payroll

Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3974	Medium	The Council will finalise and approve the Claiming Additional Hours and Overtime guidance, incorporating clear procedures for claim submission, authorisation, thresholds, and TOIL agreements, and ensure it is effectively communicated to all staff.	31 Mar 2026	31 Mar 2026	02 Jul 2026	Closure Details: Closed: This has been endorsed at Employment Committee and is now a live document Further Information:

Workforce Development Strategy

Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
4836	Low	At the conclusion of the Leadership Development Programme in March 2026, management will prepare a closure report to summarise, attendance and compliance against all modules, key outcomes and action plan to move into BAU	31 Mar 2026	31 Mar 2026	07 Jul 2026	Closure Details: Closed: Action closed Further Information:

Overtime 21.22

Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
1625	Medium	The published policy for Expenses and Allowances (including Overtime) will be reviewed and updated to ensure that it is fit for purpose, and accessible to staff and managers. This will support working arrangements prior to a longer term, fundamental review of our policy.	31 Mar 2025	30 Apr 2026	02 Jul 2026	Closure Details: Closed: This has been endorsed at employment committee and is now a live document Further Information:

Chief Digital and Information Officer

Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
5423	High	Huntingdonshire District Council will: • Clarify the Chief Digital and Information Officer (CDIO) remit and authority with the Partner Councils and embed the agreed expectations across leadership structures. • Set clear priorities between remediation and Local Government Reorganisation (LGR), and allocate CDIO capacity and support transparently. • Increase operating-model capacity (e.g. Enterprise Architect/Business Partnering and interim/deputy support) to reduce single-point dependency.	30 Sep 2026	30 Sep 2026	02 Sep 2026	Closure Details: Closed: Closed as per comments provided by Head of Service Operational IT and Development "The recommendation has been addressed through clarification of governance responsibilities, implementation of revised leadership arrangements following the CDIO departure, recruitment of Digital Business Partner capacity, creation of an Enterprise Architect function and introduction of prioritisation mechanisms to balance remediation, operational requirements and LGR activity. Collectively these actions have reduced single-point dependency and strengthened organisational resilience in line with the intent of the recommendation.The CDIO remit, authority and governance responsibilities have been formally reviewed and documented, including clear decision-making boundaries and escalation routes across the Partner Councils. Leadership and governance arrangements have been updated to reinforce accountability and engagement with Chief Executives, leadership teams and governance boards. A formal prioritisation approach has been implemented to balance remediation activity, service delivery and Local Government Reorganisation (LGR) requirements. In addition, operating model resilience has been strengthened through the introduction of distributed leadership arrangements, Deputy CDIO capability, development of Enterprise Architecture capacity and Business Partnering proposals, reducing reliance on a single leadership postholder. Evidence supporting these changes has been produced through governance reviews, leadership transition arrangements and operating model design activity.Following the departure of the CDIO, the Partner Councils reviewed the leadership model and determined that replacing the post on a like-for-like basis was not the most effective approach. Instead, responsibilities have been redistributed across the ICT Leadership Team with defined areas of accountability and escalation through the Service Directors. This has reduced reliance on a single individual, increased leadership resilience and provided greater visibility of priorities across service delivery, improvement activity and LGR.Additional operating model capacity has also been introduced through the recruitment of Digital Business Partner roles, strengthening engagement with the Councils and reducing dependency on senior leadership intervention. An Enterprise Architect role has been created and recruitment activity undertaken to provide strategic architecture capability in support of LGR and future operating model requirements. While this post remains vacant, the required organisational commitment and operating model design have been implemented. " Further Information:

ICT Budget Management and Efficiency Savings						
Reference	**Priority Level**	**Action Detail**	**Original Target**	**Revised Target**	**Closed**	**Closure Update**
5421	Medium	The CDIO will formalise and document the ongoing intervention undertaken by establishing a structured support and development plan for the post-holder(s). This will include clearly defined expectations for the process, documented actions and deliverables, timelines for completion, and regular review points. The plan will also incorporate any further training or guidance required to ensure the process can be operated consistently and to the required standard	30 Jun 2026	30 Jun 2026	29 Jun 2026	Closure Details: Closed: Plan in place. Further Information:
5408	Low	Each vacancy authorisation form will include evidence of authorisation from the Budget Holder and CLT. If this information is not required on the forms in use, then the forms will be updated accordingly	30 Jun 2026	30 Jun 2026	29 Jun 2026	Closure Details: Closed: Change to process has been actioned. Further Information:
5415	Low	Management will ensure that all Partner Councils' S151 Officers formally agree recharge arrangements in future periods, in line with the Partnership Agreement	31 Jul 2026	31 Jul 2026	01 Jul 2026	Closure Details: Closed: Confirmed existing agreement continues Further Information:
5419	Low	121 meeting and progress reviews against objectives will be evidenced, by the CDIO, in relation to the ICT Finance and Contracts Manager and Portfolio Delivery Manager.	30 Jun 2026	30 Jun 2026	29 Jun 2026	Closure Details: Closed: Process changed. In place. Further Information:
5420	Low	Appraisal and 121 documentations will be signed by line manager and employee, in relation to the ICT Finance and Contracts Manager and Portfolio Delivery Manager.	30 Jun 2026	30 Jun 2026	29 Jun 2026	Closure Details: Closed: On-going and process changed. Further Information:

Transformation						
Reference	**Priority Level**	**Action Detail**	**Original Target**	**Revised Target**	**Closed**	**Closure Update**
3764	Medium	The PMO will ensure that all Project Managers have completed a Benefits Realisation Plan, including benefit owners, measurable outcomes, and timelines for realisation.	31 Mar 2026	30 Jun 2026	30 Jun 2026	Closure Details: Closed: This action has now been completed. The Transformation PMO have put in place an updated Business Case documentation to capture relevant benefit information including owner, outcomes and timescales. This is being captured in a structured data list. Evidence attached (Business case and collation list) Further Information:

Home and Hybrid Working 24.25

Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3515	Medium	Update action following a Follow Up Part Two audit - We will undertake and document a review of cleanliness standards for desks and shared office spaces within the office environment. The review should define the expected standards and ensure appropriate monitoring arrangements are in place to confirm that these standards are maintained Original Action - 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	30 Jun 2026	15 Jun 2026	Closure Details: Closed: Actions completed Further Information: Closure Details: Closed: Sani Stations in place Further Information: Sani stations have now been installed
3518	Low	Updated action following a Follow Up Part Two audit - Human Resources will issue a corporate communication to all staff confirming the required approach for recording working hours. Managers will also be reminded of their responsibility to review and validate working time records in line with the Flexible Working Policy Original Action - We will implement a consistent method for tracking working hours across all teams.	30 Sep 2025	30 Jun 2026	20 Aug 2026	Closure Details: Closed: This action is complete Further Information: 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

Commercial Estates Rent Review Processes and Invoicing 24.25

Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3547	Medium	Update action following a Follow Pp audit Part Two - The Interim 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. Six monthly 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. 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 Jun 2026	11 Aug 2026	Closure Details: Closed: Completed. report now available from Monday.com. initial report provided and will be provided 6 monthly or sooner on demand Further Information: Closure Details: Closed: Update issued to Suzanne. Future reports will presumably be done by my successor. Further Information:

3548	Medium	Updated action following a Follow Up audit Part Two - The Rent and Estates Officer will implement and retain formal evidence of the monthly line-by-line review of invoiced rental amounts, such as an annotated spreadsheet, to ensure a complete audit trail and demonstrate that the control is operating effectively 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	15 Jun 2026	15 Jun 2026	Closure Details: Closed: As per Final Report from Follow Up Part Two audit, the action has been marked as now implemented Further Information: 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. Further Information:

Key Financial Controls 24.25

Reference	Priority Level	Action Detail	Original Target	Revised Target	Closed	Closure Update
3387	Medium	Updated action following a Follow Up Part Two audit - We will ensure monthly reconciliations for Creditors and Debtors, and Council Tax and NNDR, are completed, reviewed by the responsible manager and shared with Finance within an appropriate timeframe following month end. Original Action - Implement a process to ensure timely sign-off of balancing and reconciliation documents by relevant managers at month-end for both Creditors and Debtors within Revenues and Benefits, as well as Council Tax and NNDR, to enhance accountability and improve financial reporting accuracy. Regular reminders or a tracking system could help facilitate prompt approvals. To further support this, it is recommended to mirror the reconciliation sign-off process for Creditors and Debtors within Revenues and Benefits to that of Council Tax and NNDR, where a team member prepares the reconciliation and the appropriate manager is responsible for reviewing and signing it off.	30 Apr 2025	30 Jun 2026	15 Jun 2026	Closure Details: Closed: Action Completed Further Information: Closure Details: Closed: Action Completed Further Information: New process now in place, and reminder to all to complete monthly
3385	Low	Updated action following a Follow Up Part Two audit - The annual Capita user access review will be enhanced to ensure service manager responses are centrally recorded and that the review formally assesses whether the level of access assigned to users remains appropriate for their roles. Original Action - Implement a regular monitoring process to review user access levels within Capita system and ensure their appropriateness for respective roles. This review could coincide with the annual audit already conducted for Tech 1 (finance system), ensuring that both systems' user access reviews are aligned and conducted systematically.	30 Jun 2025	30 Jun 2026	16 Jun 2026	Closure Details: Closed: Updated in previous progress update, and all audit requirements have been met. Further Information: Closure Details: Closed: User Review Completed Further Information: The review of AccessSuite Paye.Net (Capita) users has been completed. The review will be completed again in 1 year.