

Significant Issues Action Plan 2016/17 – December 2017 Update

Area	Control Issue	Update
Contract Management – compliance matters (2020 / Publica)	Some internal audit reviews are highlighting that there is a degree of non-compliance with Council policies and procedures. As service delivery will transfer to the Publica companies during 2017/18, the Council needs to ensure that Publica takes steps to address compliance issues to minimise risk to the Council.	A follow-up review is in progress and is anticipated to be completed by the end of the financial year.
Records Maintenance – Safeguarding Training	A number of recommendations were made to improve Safeguarding arrangements in place at the Council	Internal Audit has commenced the follow-up review.
Health & Safety processes – Personal Security	Due to the timing of the Health and Safety (Personal Security) audit, a follow-up review was conducted during 2016/17. The follow-up has identified that a number of recommendations are in progress and remain outstanding but good progress is being made by the services. Further follow-up will be planned for 2017/18	All recommendations have been implemented, except one. The remaining recommendation is in respect of the updating and publishing of policies, this has been delayed due to Publica and is now planned for completion by February 2018
Publica - Governance	Plan for and implement any changes to governance arrangements that arise from Publica becoming the deliverer of some Council services	<p>Whilst no activity has been undertaken specifically for the Council, work has commenced on a review of policies and procedures on behalf of the other Publica partner councils. Once finalised we will undertake a review of the elements that are specific to the Council.</p> <p>A review of Benefits Realisation is being planned to be undertaken in 2017/18.</p>
General Data Protection Regulation (GDPR)	The Data Protection Regulatory framework is due to change in May 2018. The Council needs to take action to ensure it is compliant with the new requirements.	<p>Cheltenham Borough Council has a project to establish, address and implement the requirements of the EU GDPR by the 25th of May 2018.</p> <p>Internal Audit has undertaken a review the progress of implementation and observations have been made to aid the progression and successful implementation of the GDPR by the required target date.</p>

		A follow-up piece of work is planned for April 2018 to provide assurance on the final stages of delivery of the project, and the implementation of the requirements of the GDPR by the target date.
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