

Open Agreed Actions – January 2026



Open Management Actions

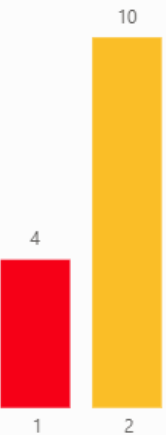
All open issues and closed actions in the last 2 years based on a rolling period.

Organisation

Multiple selections

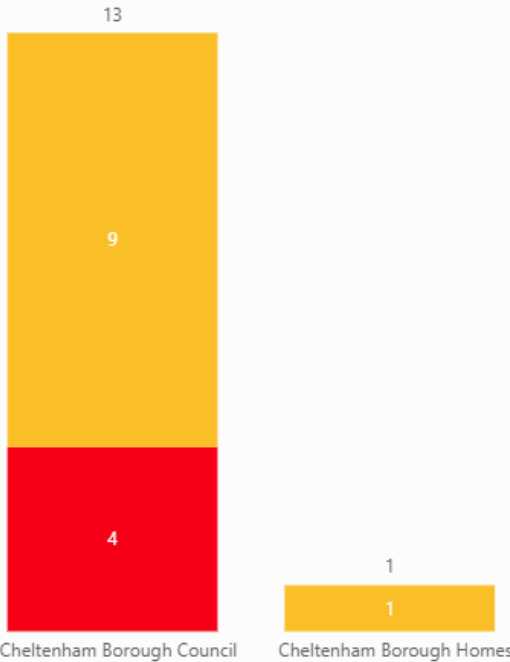
- ☒ Cheltenham Borough Council
- ☒ Cheltenham Borough Homes
- ☐ Cotswold District Council
- ☐ Forest of Dean District Cou...
- ☐ Publica
- ☐ Ubico
- ☐ West Oxfordshire District C...

Open Actions by Priority



Open Actions by Organisation

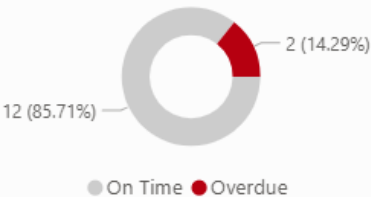
Priority ● 1 ● 2



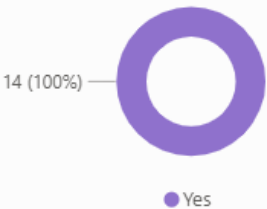
Open/Closed Actions



Overdue Open Actions



Open Actions with Extended Dates



OPEN AGREED ACTIONS - JANUARY 2026

| ID (Action Plan) | ID (Issue) | Audit Title | Title (Issue) | Issue Status | Period | Priority Score | AP Status | Original Timescale | Timescale | Follow-Up Assessment |
|------------------------|---------------|---|--|---------------------|---------|-------------------|-------------|-----------------------|------------|--|
| 2372 | 2233 | CBH - James Donovan Court Service Charges - 2022/23 Audit | There are no policies or procedures for James Donovan Court | Pending Remediation | 2023/24 | 2 | In Progress | 31/12/2023 | 30/11/2025 | Nov 2025: Policy has been drafted but is in the wrong format - necessary amendments will be made and sent back to Director for review. |
| 7076 | 6630 | CBC - Payroll 2024/25 | Mileage Claims missing trip details | Pending Remediation | 2024/25 | 2 | In Progress | 30/09/2025 | 31/01/2026 | Dec 2025: Meeting held with Head of HR and agreed to extend the timescale to 31/1/2026. |
| 7077 | 6631 | CBC - Payroll 2024/25 | Receipts are not viewable in Business World | Pending Remediation | 2024/25 | 2 | In Progress | 31/12/2025 | 31/01/2026 | Dec 2025: Meeting held with Head of HR and agreed to extend the timescale to 31/1/2026. |
| 5092 | 4762 | CBC - Property & Estates H&S Compliance 2024/25 | There is no overarching policy or procedures for the Property Team | Pending Remediation | 2024/25 | 2 | In Progress | 31/01/2025 | 31/12/2025 | Oct 2025: We were advised that a wider H&S Policy has been created and awaiting SLT and Council sign off. Extended deadline until the end of the year. |
| 6813 | 6380 | CBC - Recharging Mechanisms - 2024/25 | CBC Recharges Governance and Documentation. | Pending Remediation | 2024/25 | 1 | In Progress | 31/12/2025 | 31/03/2026 | Jan 2026: Interim report completed and as per the report, deadline extended until 31/3/26. |
| 6814 | 6381 | CBC - Recharging Mechanisms - 2024/25 | CBC Recharges Monitoring. | Pending Remediation | 2024/25 | 2 | In Progress | 31/12/2025 | 31/03/2026 | Jan 2026: Interim report completed and as per the report, deadline extended until 31/3/26. |
| 6820 | 6387 | CBC - Recharging Mechanisms - 2024/25 | CBC QL – Recharges Data. | Pending Remediation | 2024/25 | 1 | In Progress | 31/12/2025 | 31/03/2026 | Jan 2026: Interim report completed and as per the report, deadline extended until 31/3/26. |
| 6822 | 6389 | CBC - Recharging Mechanisms - 2024/25 | CBC Recharges Repair Operatives PDAs. | Pending Remediation | 2024/25 | 2 | In Progress | 31/12/2025 | 31/03/2026 | Jan 2026: Interim report completed and as per the report, deadline extended until 31/3/26. |
| 6823 | 6390 | CBC - Recharging Mechanisms - 2024/25 | CBC Recharges Reconciliations | Pending Remediation | 2024/25 | 2 | In Progress | 31/12/2025 | 31/03/2026 | Jan 2026: Interim report completed and as per the report, deadline extended until 31/3/26. |
| 7474 | 7011 | CBC - Recharging Mechanisms - 2024/25 | Training for administering the Section 20 Notice Process is lacking. | Pending Remediation | 2024/25 | 1 | In Progress | 31/12/2025 | 31/03/2026 | Jan 2026: Interim report completed and as per the report, deadline extended until 31/3/26. |
| 7475 | 7012 | CBC - Recharging Mechanisms - 2024/25 | Non-compliance with the Section 20 Notice Process | Pending Remediation | 2024/25 | 1 | In Progress | 31/12/2025 | 31/03/2026 | Jan 2026: Interim report completed and as per the report, deadline extended until 31/3/26. |
| 7477 | 7014 | CBC - Recharging Mechanisms - 2024/25 | Document Storage is poor. | Pending Remediation | 2024/25 | 2 | In Progress | 31/12/2025 | 31/03/2026 | Jan 2026: Interim report completed and as per the report, deadline extended until 31/3/26. |
| 5149 | 4815 | CBH - Voids Review - 2024/25 | Budget Monitoring is ineffective | Pending Remediation | 2024/25 | 2 | In Progress | 31/12/2024 | 31/03/2026 | Nov 2025: Officer's understanding was that we need to see a regular pattern, therefore this audit action is pushed back until end of Q4 for 25/26 to allow that to happen - deadline extended. |
| 5150 | 4816 | CBH - Voids Review - 2024/25 | Lack of Management Oversight | Pending Remediation | 2024/25 | 2 | In Progress | 31/12/2024 | 31/03/2026 | Nov 2025: Officer's understanding was that we need to see a regular pattern, therefore this audit action is pushed back until end of Q4 for 25/26 to allow that to happen - deadline extended. |