

Service	Recommendation	Priority	Reference	Management Response	Responsible	Agreed Date	Status
Car Parks	Revise the template of the standard charge book, ensuring all statutory requirements are fulfilled.	High	3.04	Template to be drawn up by the action date with input from myself, to be printed when current stock is exhausted.	Licensing and Enforcement Team Leader	29/02/2008	Overdue
Car Parks	Ensure procedures for the attendants are set clearly in writing, to ensure the correct decisions are made, and avoid unnecessary work.	Medium	3.05	Garry Key and the attendants are jointly setting out procedure notes.	Licensing and Enforcement Team Leader	31/03/2008	Overdue
Cash Receipting	Ensure the Fees and Charges book is fully complete and reviewed.	Medium	3.09	As an offshoot of the above recommendation, it has been raised that the Fees and Charges book, crucial to reviewing VAT amounts and coding of miscellaneous income, is both incomplete and unclear with regards to VAT and GL codes.	Accounting Technician Technical	31/07/2008	Overdue
Payroll	Report sign off forms should be amended to include HR sign off where appropriate. A member of HR should be present at the relevant meeting so they are aware of the decision made. This information could also be formally fed back through the Assistant Chief Executive.	Medium	3.2	If a report has HR implications, HR should sign off the report initially – The Assistant Chief Executive would then feed back to HR after the meeting. HR are to be added to receive all agenda and minutes so they can pick up any issues themselves by requesting relevant reports.	Assistant Chief Executive Performance & Improvement	31/03/2008	Complete
Planning	Ensure independent check (i.e. independent from Administration Officer) of income banked to application register is put in place.	Medium	3.20.2	Agreed	Planning Senior Administration Assistant	01/03/2008	Overdue
Planning	Officers to declare their interest in any application in writing and the declaration to be noted in the application file and on DLGS system if possible. Decision Notices signature to be amended to Maria Ferguson, Development Control Manager when decisions are delegated and made by Maria, (i.e. when an officer declares an interest). Additionally, Internal Audit would suggest that consideration should be given to ensuring where there has been a declaration made by planning staff the decision is made by the planning committee rather than by officers under delegated powers in order to protect the authority and planning officers from possible accusations of being biased.	High	3.30, 3.30.1	Agreed. This is a requirement of the code of practice and should always be carried out. Best practice indicates that this should be Director level. I disagree, since this potentially prejudices applicants.	Development Control Officer	10/02/2008	Overdue
Travel & Subsistence	A formal up-to-date Travel & Subsistence policy needs to be implemented as soon as possible – or in the first instance at least subsistence rates, mirroring the rates in place for members, ought to be circulated to all staff and introduced with immediate effect.	High	3.1	A policy has been written by HR and needs to be taken forward by the Finance section as soon as possible. The HR section would welcome this as it would make the processing of expenses more straightforward and transparent	Chief Finance Officer	31/07/2008	Overdue
Legal Services	A central record is kept of all cases referred, in progress and completed.	Medium	R1	Agreed	Chief Governance Officer	31/10/2008	Overdue
Legal Services	A meeting is arranged with the Contract Manager, and principal service users, to discuss performance issues, establish the current status of each case and agree formal monthly monitoring and reporting arrangements. All action agreed with the contractor and service users should be confirmed in writing and followed up.	High	R1	Preliminary discussions held with Legal Services Manager, Darlington BC. Meeting to be arranged to consider findings of audit, in general, and implementation of more formal monitoring arrangements.	Chief Governance Officer	30/09/2008	Overdue

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Legal Services	Formal arrangements are agreed with the Contractor and Durham County Council regarding the continuation of service beyond 31/3/09. Consideration be given, through the LGR programme, to cease referring new cases to the Contractor and use the resources of the Durham authorities to deliver the service for Teesdale for the remainder of year.	Medium	R2	Agreed. Contract with Darlington BC expires 31 March 2009 and legal service will be provided by County Durham Council from 1 April. DCC Head of Legal Services has been made aware of general findings and recommendations of audit. Agreement in principle that DCC provide support where possible; unlikely to be able to offer any significant support unless/until legal staffing resources across the county can be strengthened, due to loss of key staff across County/District. Will continue to raise this issue at Monitoring Officer/LGR group meetings, and will raise with new HoLS (or equivalent) of new Council once postholder is appointed.	Chief Governance Officer	On going until vesting day	In progress
Sports Centre	Procedure notes be produced and agreed between Sports Centre and Corporate Finance.	Medium	R1	Agreed	Senior Administration Officer	31/12/2008	Not yet due
Sports Centre	Ensure procedures once created are followed, with all variances being recorded in the GL and monthly reconciliations being carried out.	Medium	R1	Agreed. Monthly reconciliations are completed but awaiting response & clarification of process implemented to confirm if process implemented is correct and meets requirements of both	Senior Administration Officer	31/12/2008	Not yet due
Sports Centre	Ensure that access to the room where cash is being counted is restricted and the door closed wherever possible.	Medium	R3	Agreed	Leisure & Culture Manager	29/08/2008	Complete
Sports Centre	Member application forms to be kept in a secure location with restricted access.	Medium	R4	Agreed	Leisure & Culture Manager	29/08/2008	Complete
Sports Centre	Ensure inventories are up to date and Council Financial regulations in relation to accounting for the acquisition and disposal of assets are adhered to.	Medium	R6	Agreed	Leisure & Culture Manager/Admin Asst	28/02/2009	Not yet due
Housing Benefits	The random hand delivery of rent allowances cheques is resumed.	High	R1	Agreed. 1or 2 cheques each month	Revenues & Benefits Manager	01/07/2008	Not Known
NNDR	The frequency of monitoring be increased to ensure that the recovery and billing suppression are monitored effectively.	Medium	R1	Agreed	Revenues Manager	01/12/2008	Not yet due
NNDR	Monitoring and cross-matching of the accounts at the bailiff should be carried out on a periodic basis.	Medium	R2	Agreed	Revenues Manager	01/12/2008	Not yet due