

WAVERLEY BOROUGH COUNCIL

AUDIT COMMITTEE

01 MARCH 2021

Title:

PROGRESS ON THE IMPLEMENTATION INTERNAL AUDIT AGREED ACTIONS

Lead Councillor: Councillor Peter Marriott, Chairman of the Audit Committee

Head of Service: Graeme Clark, Strategic Director

Key decision: Yes

Access: Public

1. Purpose and summary

- 1.1 To inform the Audit Committee of Senior Management's progress in implementing the agreed actions raised by Internal Audit following a review in their service areas. This report will enable the Committee to consider what action is required in respect of those that are overdue or appear likely to be implemented later than the original agreed implementation date.

2. Recommendation/s

- 2.1 It is recommended that the Committee considers the information contained in **Annexe 1** and, following discussion at the Audit Committee meeting identifies any action it wishes to be taken and

Considers the Head of Service(s) justification for a request for a change in the agreed target date for the Management Actions (s) listed in **Annexe 2** and agree an appropriate implementation date(s).

3. Reason for the recommendation

To enable the Audit Committee to be informed of the status of agreed actions accepted by Heads of Service but not yet implemented or progress made to implement by the agreed implementation date.

4. Background

4.1 This report provides the Audit Committee with the latest position regarding the implementation of Internal Audit agreed actions.

5. Relationship to the Corporate Strategy and Service Plan

5.1 A financially sound Waverley, with infrastructure and services fit for the future.

6. Implications of decision

6.1 Resource (Finance, procurement, staffing, IT)

Internal audit work helps management in achieving good value for money and, individual agreed actions may have value for money implications and protect the council from financial risks.

6.2 Risk management

There is a risk that where weakness or non-compliance identified as part of audit reviews, if not actioned to strengthen the controls will not assist to prevent the materialising of the risks identified.

6.3 Legal

There are no direct legal implications, although good governance and probity are strengthened by attending to the matters raised within the audit agreed actions.

6.4 Equality, diversity and inclusion

There are no direct equality, diversity or inclusion implications in this report. Equality impact assessments are carried out when necessary across the council to ensure service delivery meets the requirements of the Public Sector Equality Duty under the Equality Act 2010.

6.5 Climate emergency declaration

There are no direct implications in this report

7. Consultation and engagement

7.1 Heads of Service

8. Other options considered

8.1 N/A

9. Governance journey

9.1 The minutes of the meeting will be included on the Council agenda.

Annexes:

Annexe 1 – provides the current position on agreed actions due for completion at the end of the month of the Audit Committee date.

Annexe 2 – provides the requests from Heads of Service for changes to the agreed action dates.

Background Papers

There are no background papers, as defined by Section 100D (5) of the Local Government Act 1972).

CONTACT OFFICER:

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Agreed and signed off by:
Legal Services: 09/02/2021
Head of Finance: 08/02/2021
Strategic Director: 09/02/2021
Portfolio Holder: N/A

Agreed Internal Audit Actions overdue or due within the end of the month after the AC 31 March 2021



Generated on: 18 February 2021

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

Head of Service Ellwood, Zac

IA20/08.001 Target Response Times						
Action Code & Description	Monitoring of response targets against those highlighted in the Enforcement Plan for the 3 priorities are not currently measured or reported: Priority One – Major – First contact or site visit within 1 working day from receipt of complaint Priority Two – Medium – First contact or site visit within 5 working days from receipt of complaint Priority Three – Low – First contact or site visit within 10 working days from receipt of complaint				Exit Meeting Date	15-Jan-2020
					Due Date	31-Mar-2021
Risk Level	Medium Priority				Risk RAG	
Audit Report Code and Description	IA20/08 Planning Enforcement					
Agreed Action	1.1 The measuring of response times to be incorporated into the incoming new Horizon programme that replaces ILAP. 1.2 The information for reporting will be available on request from the new Horizon programme that replaces ILAP. Risk -Performance issues may not be identified.					
Status		In Progress	Progress	80%	Head of Service	Zac Ellwood
All Notes	Due changed re AC November agreement to 31/03/2021					04-Dec-2020

IA20/08.002 Out of Date Enforcement Plan						
Action Code & Description	There has been six years of operations since the Enforcement Plan was issued. Elements of the plan relating to key performance indicators and proactive working are out of date and no longer reflect operational activity.				Exit Meeting Date	15-Jan-2020
					Due Date	31-Mar-2021
Risk Level	Medium Priority				Risk RAG	
Audit Report Code and Description	IA20/08 Planning Enforcement					
Agreed Action	To update and agree the Local Planning Enforcement Plan Risk - Key policy document may be out of date and not reflect current operations.					

Status		In Progress	Progress	20%	Head of Service	Zac Ellwood
All Notes	Due date changed re AC November agreement to 31/03/2021					04-Dec-2020
	Meeting with Development Manager & Enforcement Manager arranged for November and reporting timescales set in Forward Plan.					09-Nov-2020

Action Code & Description	IA20/17.001.1 Reconciliation					
	From our discussion with Planning and Accountancy teams, we noted that an overall reconciliation process does not take place between planning income received and that which is logged in the planning system, ILAP, and planning income recorded in the accounts. Such a process being in place would better enable the Council to demonstrate that income received is accurately reflected and would give additional reassurance to that effect.				Exit Meeting Date	16-Jun-2020
					Due Date	28-Feb-2021
Risk Level	Medium Priority				Risk RAG	
Audit Report Code and Description	IA20/17 Planning Fee Income					
Agreed Action	Initiate reconciliation process using current systems.					
Status		Check Progress	Progress	80%	Head of Service	Zac Ellwood; Peter Vickers
All Notes	The Audit Committee's agreement to a further extension of the due date to 31 May 2021 is requested. This Action is dependent on the successful roll out of the new, bespoke Horizon system, which, due to technical issues and the need for further robust testing and comprehensive training, has been put back to a 'go live' date of Monday 22 March 2021. Preparations are in place to implement this action shortly following the Horizon go-live date, with an appropriate testing period of live system data to 'prove the process.'					11-Feb-2021
	Due date changed re AC November agreement to 28/02/2021					04-Dec-2020
	Linked to Project Horizon - rollout Q4 2020;/21					09-Nov-2020

Action Code & Description	IA20/17.001.2 Functionality of the new Planning Database					
	From our discussion with Planning and Accountancy teams, we noted that an overall reconciliation process does not take place between planning income received and that which is logged in the planning system, ILAP, and planning income recorded in the accounts. Such a process being in place would better enable the Council to demonstrate that income received is accurately reflected and would give additional reassurance to that effect.				Exit Meeting Date	16-Jun-2020
					Due Date	28-Feb-2021
Risk Level	Medium Priority				Risk RAG	
Audit Report Code and Description	IA20/17 Planning Fee Income					
Agreed Action	Development of new Planning database to ensure an automatic process is available.					
Status		Check Progress	Progress	80%	Head of Service	Zac Ellwood
All Notes	The Audit Committee's agreement to a further extension of the due date to 31 May 2021 is requested. This Action is dependent on the successful roll out of the new, bespoke Horizon system, which, due to technical issues and the need for further robust testing and comprehensive training, has been put back to a 'go live' date of Monday 22 March 2021. Preparations are in place to implement this action shortly following the Horizon go-live date, with an appropriate testing period of live system data to 'prove the process.'					11-Feb-2021
	Due date changed re AC November agreement to 28/02/2021					04-Dec-2020

Action Code & Description	IA20/17.002.2 Recording of pre application advice					
	Budgets were set, within the last few years, based on a consistently increasing housing market and using the assumption that status quo would apply to planning activity regardless of outside events which had direct effects				Exit Meeting Date	16-Jun-2020
					Due Date	28-Feb-2021

	on consumer confidence in the past. Analysis of the market behaviour might, in future, inform a different outcome in terms of budget setting, and in turn mitigate the risk of setting too ambitious or too small an income target.					
Risk Level	Medium Priority				Risk RAG	
Audit Report Code and Description	IA20/17 Planning Fee Income					
Agreed Action	Record pre-application advice on larger applications likely to be supportable.					
Status		Check Progress	Progress	40%	Head of Service	Zac Ellwood
All Notes	Internal task and finish group now set up to look at this matter.					11-Feb-2021
	The Audit Committee's agreement to a further extension of the due date to 31 May 2021 is requested. This Action is dependent on the successful roll out of the new, bespoke Horizon system, which, due to technical issues and the need for further robust testing and comprehensive training, has been put back to a 'go live' date of Monday 22 March 2021. Preparations are in place to implement this action shortly following the Horizon go-live date, with an appropriate testing period of live system data to 'prove the process.'					11-Feb-2021
	Due date changed re AC November agreement to 28/02/2021					04-Dec-2020

Action Code & Description	IA20/17.002.3 Development Timescales					
	Budgets were set, within the last few years, based on a consistently increasing housing market and using the assumption that status quo would apply to planning activity regardless of outside events which had direct effects on consumer confidence in the past. Analysis of the market behaviour might, in future, inform a different outcome in terms of budget setting, and in turn mitigate the risk of setting too ambitious or too small an income target.				Exit Meeting Date	16-Jun-2020
					Due Date	28-Feb-2021
Risk Level	Medium Priority				Risk RAG	
Audit Report Code and Description	IA20/17 Planning Fee Income					
Agreed Action	Discussions with developers and landowners regarding timescales of sites coming forward.					
Status		Check Progress	Progress	75%	Head of Service	Zac Ellwood
All Notes	The Audit Committee's agreement to a further extension of the due date to 31 May 2021 is requested. This Action is dependent on the successful roll out of the new, bespoke Horizon system, which, due to technical issues and the need for further robust testing and comprehensive training, has been put back to a 'go live' date of Monday 22 March 2021. Preparations are in place to implement this action shortly following the Horizon go-live date, with an appropriate testing period of live system data to 'prove the process.'					11-Feb-2021
	Due date changed re AC November agreement to 28/02/2021					04-Dec-2020

Action Code & Description	IA20/17.003.1 Planning Reference Number					
	Testing for the approval of refunds, from the ILAP system/documentation held, through to the finance system, Agresso, was completed on a reduced scale due to the inability of the ILAP system to run a report specifically on refunds. However, from filing completed earlier in the 2019/2020 financial year, we selected a sample of five refunds. For 2/5 we were unable to confirm that the request had approval for refund and we were also unable to confirm the date that the refund was requested in order to check it had been issued both appropriately and in a timely manner. Where refunds are issued it is important to retain an audit data trail and document authorisations, timings and reasons for refunds being made. For example, including an appropriate planning reference on Agresso payment records alongside. Risk: Risk of loss of income				Exit Meeting Date	16-Jun-2020
					Due Date	28-Feb-2021
Risk Level	High Priority				Risk RAG	

Audit Report Code and Description	IA20/17 Planning Fee Income					
Agreed Action	Discussions with Finance Service over joint procedures to ensure that all records necessary are held on the Planning database and the Finance records hold the Planning reference for refunds.					
Status		Check Progress	Progress	50%	Head of Service	Zac Ellwood; Peter Vickers
All Notes	The Audit Committee's agreement to a further extension of the due date to 31 May 2021 is requested. This Action is dependent on the successful roll out of the new, bespoke Horizon system, which, due to technical issues and the need for further robust testing and comprehensive training, has been put back to a 'go live' date of Monday 22 March 2021. Preparations are in place to implement this action shortly following the Horizon go-live date, with an appropriate testing period of live system data to 'prove the process.'					11-Feb-2021
	Due date changed re AC November agreement to 28/02/2021					04-Dec-2020

IA20/17.003.2 Planning Procedure Note						
Action Code & Description	Testing for the approval of refunds, from the ILAP system/documentation held, through to the finance system, Agresso, was completed on a reduced scale due to the inability of the ILAP system to run a report specifically on refunds.				Exit Meeting Date	16-Jun-2020
	However, from filing completed earlier in the 2019/2020 financial year, we selected a sample of five refunds. For 2/5 we were unable to confirm that the request had approval for refund and we were also unable to confirm the date that the refund was requested in order to check it had been issued both appropriately and in a timely manner. Where refunds are issued it is important to retain an audit data trail and document authorisations, timings and reasons for refunds being made. For example, including an appropriate planning reference on Agresso payment records alongside confirmation of the date of any refund paid would enable such a data trail to be captured.				Due Date	28-Feb-2021
Risk Level	High Priority				Risk RAG	
Audit Report Code and Description	IA20/17 Planning Fee Income					
Agreed Action	Update the Planning procedure note.					
Status		Check Progress	Progress	33%	Head of Service	Zac Ellwood
All Notes	The Audit Committee's agreement to a further extension of the due date to 31 May 2021 is requested. This Action is dependent on the successful roll out of the new, bespoke Horizon system, which, due to technical issues and the need for further robust testing and comprehensive training, has been put back to a 'go live' date of Monday 22 March 2021. Preparations are in place to implement this action shortly following the Horizon go-live date, with an appropriate testing period of live system data to 'prove the process.'					11-Feb-2021
	Due date changed re AC November agreement to 28/02/2021					04-Dec-2020
	Procedure Notes to be updated as part of Project Horizon rollout					09-Nov-2020

IA20/17.004.1 Automate payment extraction from portal						
Action Code & Description	The interface between the Agresso and ILAP system relies on manual input. It is inevitable that errors will occur from time to time where they might not with a computer system interface.				Exit Meeting Date	16-Jun-2020
	Our review of a sample of 50 found that in terms of the receipt of income: . Two records were unable to be located on ILAP. . Three amounts were recorded incorrectly on ILAP . In three further instances, a record of checks made on income which had been received had not been retained. Whilst the errors were minor in comparison to the amount of income tested,				Due Date	28-Feb-2021

	this demonstrates the possibility of errors in recording information, and highlights that staff must remain vigilant when recording income to ensure accuracy of income recording.					
Risk Level	High Priority				Risk RAG	
Audit Report Code and Description	IA20/17 Planning Fee Income					
Agreed Action	Ensure the new Planning Database extracts the payment details directly from the Portal payment to remove manual entry of data.					
Status		Check Progress	Progress	80%	Head of Service	Zac Ellwood
All Notes	The Audit Committee's agreement to a further extension of the due date to 31 May 2021 is requested. This Action is dependent on the successful roll out of the new, bespoke Horizon system, which, due to technical issues and the need for further robust testing and comprehensive training, has been put back to a 'go live' date of Monday 22 March 2021. Preparations are in place to implement this action shortly following the Horizon go-live date, with an appropriate testing period of live system data to 'prove the process.'					11-Feb-2021
	Due date changed re AC November agreement to 28/02/2021					04-Dec-2020

IA20/17.004.2 Spot Checks						
Action Code & Description	The interface between the Agresso and ILAP system relies on manual input. It is inevitable that errors will occur from time to time where they might not with a computer system interface.				Exit Meeting Date	16-Jun-2020
	Our review of a sample of 50 found that in terms of the receipt of income: . Two records were unable to be located on ILAP. . Three amounts were recorded incorrectly on ILAP . In three further instances, a record of checks made on income which had been received had not been retained. Whilst the errors were minor in comparison to the amount of income tested, this demonstrates the possibility of errors in recording information, and highlights that staff must remain vigilant when recording income to ensure accuracy of income recording.				Due Date	28-Feb-2021
Risk Level	High Priority				Risk RAG	
Audit Report Code and Description	IA20/17 Planning Fee Income					
Agreed Action	Ensure the new Planning Database extracts the payment details directly from the Portal payment to remove manual entry of data.					
Status		Check Progress	Progress	80%	Head of Service	Zac Ellwood
All Notes	The Audit Committee's agreement to a further extension of the due date to 31 May 2021 is requested. This Action is dependent on the successful roll out of the new, bespoke Horizon system, which, due to technical issues and the need for further robust testing and comprehensive training, has been put back to a 'go live' date of Monday 22 March 2021. Preparations are in place to implement this action shortly following the Horizon go-live date, with an appropriate testing period of live system data to 'prove the process.'					11-Feb-2021
	Due date changed re AC November agreement to 28/02/2021					04-Dec-2020

IA20/17.004.3 Data on Systems						
Action Code & Description	The interface between the Agresso and ILAP system relies on manual input. It is inevitable that errors will occur from time to time where they might not with a computer system interface.				Exit Meeting Date	09-Nov-2020
	Our review of a sample of 50 found that in terms of the receipt of income: . Two records were unable to be located on ILAP. . Three amounts were recorded incorrectly on ILAP . In three further instances, a record of checks made on income which had been received had not been retained. Whilst the errors were minor in comparison to the amount of income tested, this demonstrates the possibility of errors in recording information, and highlights that staff must remain vigilant when recording income to ensure				Due Date	28-Feb-2021

	accuracy of income recording.					
Risk Level	High Priority				Risk RAG	
Audit Report Code and Description	IA20/17 Planning Fee Income					
Agreed Action	Discuss with the Finance service ways to record more specific data regarding the applicant/site address/Planning reference for incoming payments and refunds on the Finance systems.					
Status		Check Progress	Progress	20%	Head of Service	Zac Ellwood; Peter Vickers
All Notes	The Audit Committee's agreement to a further extension of the due date to 31 May 2021 is requested. This Action is dependent on the successful roll out of the new, bespoke Horizon system, which, due to technical issues and the need for further robust testing and comprehensive training, has been put back to a 'go live' date of Monday 22 March 2021. Preparations are in place to implement this action shortly following the Horizon go-live date, with an appropriate testing period of live system data to 'prove the process.'					11-Feb-2021
	Due date changed re AC November agreement to 28/02/2021					04-Dec-2020

IA20/17.004.4 Procedure Notes						
Action Code & Description	The interface between the Agresso and ILAP system relies on manual input. It is inevitable that errors will occur from time to time where they might not with a computer system interface.				Exit Meeting Date	16-Jun-2020
	Our review of a sample of 50 found that in terms of the receipt of income: . Two records were unable to be located on ILAP. . Three amounts were recorded incorrectly on ILAP . In three further instances, a record of checks made on income which had been received had not been retained. Whilst the errors were minor in comparison to the amount of income tested, this demonstrates the possibility of errors in recording information, and highlights that staff must remain vigilant when recording income to ensure accuracy of income recording.				Due Date	28-Feb-2021
Risk Level	High Priority				Risk RAG	
Audit Report Code and Description	IA20/17 Planning Fee Income					
Agreed Action	Ensure all procedure notes across different teams with the Planning Service that deal with the receipt of money (and refunds of payments) have the exact same procedure for recording the information in the relevant data bases.					
Status		Check Progress	Progress	33%	Head of Service	Zac Ellwood
All Notes	The Audit Committee's agreement to a further extension of the due date to 31 May 2021 is requested. This Action is dependent on the successful roll out of the new, bespoke Horizon system, which, due to technical issues and the need for further robust testing and comprehensive training, has been put back to a 'go live' date of Monday 22 March 2021. Preparations are in place to implement this action shortly following the Horizon go-live date, with an appropriate testing period of live system data to 'prove the process.'					11-Feb-2021
	Due date changed re AC November agreement to 28/02/2021					04-Dec-2020

Head of Service Vickers, Peter

IA21/02.001.1 Procedures Notes re Revenues						
Action Code & Description	We confirmed that BACS processes have been documented in part for each of the four departments that regularly process BACS payments or BACS collections.				Exit Meeting Date	02-Nov-2020
	For Revenues & Benefits however, these procedures have not been updated since the responsibility for processing BACS moved to the department. A control sheet also includes sign off from people no longer involved in the process.				Due Date	31-Oct-2020

For Accounts Payable & Receivable, procedures do not clearly document the checking stage of the process whereby BACS files are checked against the source file. For Housing, procedures do not adequately explain the roles and responsibilities for those involved in the BACS process, including what checks should be performed against the Orchard source file to the BACS file. Risk: - Where processes remain unchanged since the introduction of PT-X then out of date activities could cause unnecessary effort and inefficiencies. If roles and responsibilities for BACS processes are unclear, then errors could be made, particularly for those who do not regularly perform them.			
Risk Level	Medium Priority	Risk RAG	
Audit Report Code and Description	IA21/02 Bacs Process		
Agreed Action	Procedure notes to be updated to reflect that processing has move to the department. (PV)		
Status		Overdue	Progress 0% Head of Service Peter Vickers;
All Notes			

IA21/02.002.2 Revenues refund of payments				
Action Code & Description	We observed that the following BACS runs are missing from department BACS schedules (e.g. to account for bank holidays). Revenues & Benefits NNDR / Council tax refund payments, which are run every Tuesday Accounts Payable and Receivable BACS run processed every Monday and Thursday. Risk: BACS submissions could be missed.		Exit Meeting Date	02-Nov-2020
			Due Date	31-Oct-2020
Risk Level	Medium Priority	Risk RAG		
Audit Report Code and Description	IA21/02 Bacs Process			
Agreed Action	Refund payments, which are run every Tuesday, to be included on the BACS schedule. (PV)			
Status		Overdue	Progress 0% Head of Service Peter Vickers;	
All Notes				

IA21/02.004.1 Nominated deputy familiarisation with Bacs process				
Action Code & Description	We confirmed that all departments have nominated secondary persons to carry out each stage of the BACS process, however for Revenues and Benefits there has not been sufficient opportunity for the nominated deputy to process direct debit council tax collections which are processed twice a month. Mistakes made in the BACS process due to lack of experience		Exit Meeting Date	02-Nov-2020
			Due Date	30-Oct-2020
Risk Level	Medium Priority	Risk RAG		
Audit Report Code and Description	IA21/02 Bacs Process			
Agreed Action	Nominated deputy to be provided with opportunity to be confident with the process. (PV)			
Status		Overdue	Progress 0% Head of Service Peter Vickers;	
All Notes				

Head of Service Wagstaff, Hugh

IA21/02.001.3 Procedure notes in Housing				
Action Code & Description	We confirmed that BACS processes have been documented in part for each of the four departments that regularly process BACS payments or BACS collections.		Exit Meeting Date	02-Nov-2020
			Due Date	31-Jan-2021

	For Housing, procedures do not adequately explain the roles and responsibilities for those involved in the BACS process, including what checks should be performed against the Orchard source file to the BACS file.					
	Risk: - Where processes remain unchanged since the introduction of PT-X then out of date activities could cause unnecessary effort and inefficiencies. If roles and responsibilities for BACS processes are unclear, then errors could be made, particularly for those who do not regularly perform them.					
Risk Level	Low Priority				Risk RAG	
Audit Report Code and Description	IA21/02 Bacs Process					
Agreed Action	Procedures will be updated to ensure that they adequately explain the roles and responsibilities for those involved in the BACS process. (HW)					
Status		Check Progress	Progress	0%	Head of Service	Hugh Wagstaff
All Notes	Procedure note update to include PT-X included in wider rents process notes review. Delay in completion due to pandemic priorities and rent increase work to be completed 26 Feb.					08-Feb-2021

	IA21/02.002.1 Housing BACS scheduling					
Action Code & Description	We confirmed that BACS scheduling for Housing is solely done using Outlook calendars. Where Housing BACS runs are made most days of the week schedules will be difficult and time consuming to extract from Outlook calendars if staff are absent, as they are not documented centrally elsewhere.				Exit Meeting Date	02-Nov-2020
	Additionally, we observed that the following BACS runs are missing from department BACS schedules (e.g. to account for bank holidays).				Due Date	31-Jan-2021
	Risk: - BACS submissions could be missed.					
Risk Level	Medium Priority				Risk RAG	
Audit Report Code and Description	IA21/02 Bacs Process					
Agreed Action	Housing procedure notes to be updated to refer that the central Outlook Team Calendar contains the direct debit days. (HW)					
Status		Check Progress	Progress	0%	Head of Service	Hugh Wagstaff
All Notes	Current practice to be added to procedure notes. Included in wider rent process review. Delay in completion due to pandemic priorities and rent increase work to be completed 26 Feb.					08-Feb-2021

	IA21/03.001.3 Processes					
Action Code & Description	At present, the Systems Administrator is the only officer capable of completing all processing prior to authorisation relating to the collection and refunding of Direct Debits.				Exit Meeting Date	29-Oct-2020
	There are no processes in place for these tasks to be effectively carried out by a deputising officer in their absence.				Due Date	26-Feb-2021
	Risk: - A lack of effective business continuity arrangements may result in issues with the ability to collect and refund customer direct debits.					
Risk Level					Risk RAG	
Audit Report Code and Description	IA21/03 Rent Collection					
Agreed Action	All processes will be reviewed and re-written.					
Status		Check Progress	Progress	50%	Head of Service	Hugh Wagstaff
All Notes	Systems Administrator commenced updating processes with screen shots expected to be completed by end Feb 2021.					22-Jan-2021

ANNEXE 2

Application/s for extension/s to implementation date/s

Recommendation Ref No /s	Planning Fee Income IA20/17.001.1, IA20/17.001.2, IA20/17.002.2, IA20/17.002.3, IA20/17.003.1, IA20/17.003.2, IA20/17.004.1, IA20/17.004.2, IA20/17.004.3, IA20/17.004.4.
Justification for an extension	<p>These actions are dependent on the successful roll out of the new, bespoke Horizon system, which, due to technical issues and the need for further robust testing and comprehensive training, has been put back to a 'go live' date of Monday 22 March 2021.</p> <p>Preparations are in place to implement this action shortly following the Horizon go-live date, with an appropriate testing period of live system data to 'prove the process.</p> <p>Therefore the Audit Committee's agreement to a further extension of the due date to 31 May 2021 is requested.</p>
Head of Service	Head of planning and Economic Development