

**HIGH SUBSTANTIAL ASSURANCE AUDIT FOLLOW-UP RESULTS Q1 2024/25 REC'S NOT IMPLEMENTED**

Audit Title	Date Final Issued	Date of Follow up	Assurance Rating	Recommendations Not Implemented				
				Report Ref	Risk Rating	Agreed Imp. Date	Recommendation	Reason / Comments
Corporate Complaints 23-24	11/10/2023	08/04/2024	Substantial	2.5.2	LR	Feb-24	<p>All records must be disposed of in accordance with the Council's official retention policy and routine checks should be made with Records Management to ensure disposal of paper records are being carried out when necessary.</p>	<p>Digital records are allocated a deletion date – destruction procedures have been obtained from Legal (Timebase/Tricostar system co-managers) and quarterly action by Senior SS Complaints Officer put in place to delete all data beyond retention period. This issue has now expanded to resurrect an ICT/Legal project to migrate all data onto SharePoint that stalled many months ago.</p> <p>Legal are re-commencing conversations with Tricostar regarding their contractual obligations to determine if we can eliminate dependence on Timebase, which does not appear to have a practical means of deleting redundant records. We are confident the above migration will be the best way to resolve this.</p> <p>At present it is impossible to determine a timescale for when we will be able to carry out the required cleanse</p>

**Key**

**HR** - High Risk. **MR** - Medium Risk. **LR** - Low Risk. **GP** - Good Practice.