

## Significant Governance Issues

This Statement is intended to provide reasonable assurance. It is stressed that no system of control can provide absolute assurance against material misstatement or loss. In concluding this overview of the Council's governance arrangements, two issues have been identified that need to be addressed to ensure continuous improvement in the Governance Framework. The aim is to address these weaknesses during the 2017/18 financial year, by way of an action plan for improving the governance framework and system of internal control. This will be subject to regular monitoring by the Committee.

Issue No.	Issue Identified	Summary of Action Proposed
1	The Local Plan Examination is suspended pending a review of housing delivery rates to ensure they meet the 5 year housing land supply criteria in the NPPF. If this cannot be met, plan led housing delivery will be undermined which could adversely affect the character of settlements and landscapes in Torridge.	<p>The new Local Plan is awaiting re-submission and examination by the Planning Inspector.</p> <p><i>Jamie Hollis, due by 31 December 2017</i></p>
2	The corporate telephony system has failed on two occasions recently, causing internal and external disruption to services and customers (the service is hosted externally via Unify).	<p>Response assurances in place for June 2017 election period - <b>ACTION COMPLETE</b></p> <p>New mobile phone system and phones in place as back up</p> <p><i>Steve Hearse, due by 30 June 2017</i></p> <p>Agreed timescales with Unify to re-route connectivity</p> <p><i>Steve Hearse, due by 30 June 2017</i></p> <p>Complete review of the existing telephony service contract and the wider telephone systems</p> <p><i>Steve Hearse, due by 31 March 2018</i></p>