

## Appendix 4 Recommendations and Response

| Recommendation  | Owner                                      | Response  |
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| Add a suitably evaluated risk of mistaken publication to risk registers.  | MKS Director                               | <p>The risk register for MKPS has been updated to include mistaken publication.</p> <p>A similar risk will be added to the risk register for the Planning Service.</p> <p>The risk register for ICT will be updated to include introduction of system changes.</p>  |
| Develop and document a clearer understanding of how the council manages and controls systems with public interface. | Head of MKICT                              | <p>MKS ICT have specialist officers to support and administer each system. This enables officers to develop their understanding of that specific service which through familiarity builds valuable experience in the configuration of that system. Given the nature of continuous system upgrades this approach has proven, barring this incident, to be effective.</p> <p>The process will be further strengthened by adopting a more robust approach to both identifying and recording any risks associated with upgrades along with planned mitigation. Linking to recommendation three within this report, ICT plan to undertake that exercise in conjunction with the service department with system changes only applied where both the service department and ICT can certify that a full review of risks and planned mitigations is in place.</p> |
| Formalise controls around system testing  | Head of MKICT<br>Head of Audit Partnership | <p>ICT support the introduction of a more robust approach to system testing including the identification and recording and risks and mitigation associated with any system change. ICT plan to undertake that exercise jointly with the service departments with system changes only applied where both departments can certify that a clear plan is in place and documented.</p>   |

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|  |                                  | Input into that process from Internal Audit is welcomed with work is already progressing.  |
| Create procedures to set out expectations following any mistaken publication within planning | MKPS Manager<br>Head of Planning | <p>A procedure note has been developed jointly between MKPS and Planning services to provide clarity regarding the legal status of a decision notices once issued and process to be followed in the event of any future mistaken publication.</p> <p>The procedure will require that any mistaken publication be notified immediately to the Head of Planning who will seek legal advice to assess the impact and agree a course of action, with any direction to delete or re issue a decision directed in writing to the Planning Support Manager.</p> <p>The ability to delete decisions will be restricted within the planning system (Uniform) to the Planning Support Manager.</p> |