







KEY CORP BUSINESS MNGT PROCESS / SERVICE AREA	A & C				C & L			ET&E				
	Community Strategy & Development			Culture	Adult Commissioning	Children's Specialist Services	School Support & Preventative Services	Children's Commissioning & Learning Infrastructure	Enterprise, Tourism & Regeneration		Public Protection	Planning & Transport
	Strategy & Planning: Vulnerable Adults, Older People and Carers	Group Manager Performance and Finance	Group Manager Strategy & Planning for Housing, Culture & Workforce Development						Tourism & Promotion	Property & Regeneration		
Consultation & Engagement	Fully Met	Substantially met	Substantially met	Fully Met	Fully Met	Fully Met	Fully Met	Substantially met	Fully Met	Fully Met	Substantially met	Fully met
Business Planning and Strategy	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Substantially met	Fully Met	Substantially met	Fully Met	Fully Met	Fully Met	Fully met
Financial Reporting inc. Budgetary Management	Substantially met	Fully Met	Substantially met	Fully Met	Fully Met	Fully Met	Substantially met	Fully met	Substantially met	Substantially met	Fully Met	Substantially met
Asset Management	Fully Met	Fully Met	Substantially met	Fully Met	Fully Met	Substantially met	Substantially met	Fully met	Fully Met	Fully Met	Fully Met	Substantially met
Risk Management Including Anti Fraud & Corruption, Whistle Blowing, Health & Safety	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Substantially met	Substantially met	Fully met	Fully Met	Fully Met	Fully Met	Fully met
Business Continuity	Substantially met	Substantially met	Substantially met	Fully Met	UPDATED: substantially met ↓	Fully Met	Not Met	Fully met	Substantially met	Fully Met	Substantially met	Substantially met
Performance Managing Service Delivery and People	Fully Met	Substantially met	Substantially met	Fully met	Fully Met	Substantially met	Fully Met	Fully met	Fully Met	Substantially met	Fully Met	Fully met
Data Quality	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully met	Fully Met	Fully Met	Fully Met	Fully met
Information Management Security	Fully Met	Fully Met	Substantially met	Fully Met	Fully Met	Substantially met	Fully Met	Substantially met	Fully Met	Fully Met	Fully Met	Fully met
Value for Money	Fully Met	Substantially met	Substantially met	Substantially met	Fully Met	Substantially met	Substantially met	Substantially met	Fully Met	Fully Met	Substantially met	Substantially met
Procurement	Fully Met	Substantially met	Fully Met	Fully Met	UPDATED: substantially met ↓	Fully Met	Substantially met	Substantially met	Fully Met	UPDATED: substantially met ↓	Fully Met	Fully met
Project Management	Fully Met	Fully Met	Substantially met	Fully Met	Substantially met	Substantially met	Substantially met	Fully met	Fully Met	Substantially met	Fully Met	Fully met
Complaints	Fully Met	Substantially met	Fully Met	Fully Met	Fully Met	Substantially met	Fully met	Fully met	Fully Met	Fully Met	Fully Met	Substantially met
Codes of Conduct	Fully Met	Fully Met	Fully Met	Fully met	UPDATED: substantially met ↓	Substantially met	Fully Met	Substantially met	Fully Met	Substantially met	Fully Met	Fully met

Selected for spot check review
 Response =fully met
 Response = substantially met
 Response = not met

↑
 Audit view is that this should be upgraded to the response now stated
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 Audit view is that this should be downgraded to the response now stated

KEY CORP BUSINESS MNGT PROCESS / SERVICE AREA	S S						P & I	
	Legal & Democratic Services	HR & Communications	Customer Services				Finance	Policy & Improvement
			Access to Services & Registration Services	Bereavement Services	Customer Service Centre	ICT		
Consultation & Engagement	Substantially met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Substantially met	Fully Met
Business Planning and Strategy	Fully Met	Fully Met	UPDATED: substantially met ↓	Fully Met	Fully Met	Fully Met	fully Met	Fully Met
Financial Reporting inc. Budgetary Management	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met
Asset Management	Fully Met	Fully Met	Fully Met	Substantially met	Fully Met	Fully Met	Fully Met	Fully Met
Risk Management Including Anti Fraud & Corruption, Whistle Blowing, Health & Safety	Fully Met	Fully Met	UPDATED: substantially met ↓	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met
Business Continuity	Fully Met	Substantially met	Fully Met	Substantially met	Substantially met	Substantially met	Substantially met	Fully Met
Performance Managing Service Delivery and People	Fully Met	Fully Met	UPDATED: substantially met ↓	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met
Data Quality	Fully Met	Substantially met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met
Information Management Security	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met
Value for Money	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met
Procurement	Fully Met	Fully Met	UPDATED: substantially met ↓	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met
Project Management	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met
Complaints	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met
Codes of Conduct	Fully Met	Fully Met	UPDATED: substantially met ↓	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met

 Selected for spot check review
 Response = fully met
 Response = substantially met
 Response = not met

 Audit view is that this should be upgraded to the response now stated
 Audit view is that this should be downgraded to the response now stated