

**SUMMARY OF RECOMMENDATIONS AND MANAGEMENT RESPONSES FROM INTERNAL AUDIT REPORTS**  
**ISSUED QUARTER 1, 2016/17**

<b>Report Reference</b>	<b>Recommendation</b>	<b>Risk Rating<sup>1</sup></b>	<b>Responsible Officer</b>	<b>Management Response and Target Implementation Date</b>
<b>Administration of Housing Benefit &amp; Council Tax Reduction – 30 June 2016</b>				
4.3.3.4	An agreement should be obtained from the relevant landlord stating that they will repay any relevant overpayments.	Low	Benefits & Fraud Manager	Staff will be reminded of this at the next team meeting. End of August 2016.
4.4.1.5	Staff should be reminded of the need to ensure that all information provided is accurately input onto the system.	Low	Benefits & Fraud Manager	Staff will be reminded of this at the next team meeting. End of August 2016.
<b>Business Applications: IDOX Planning, Building Control &amp; Land Charges – 30 June 2016</b>				
4.2.13 (1)	A core of no more than seven system administrators should be designated for the Acolaid system.	Medium	Development Manager	Agreed. The key issue here is reducing the number of administrators to an appropriate level without impacting on the most effective use of the system and as this is an on-going work in progress, it is therefore requested that the recommendation does not specify a specific number. October 2016.

<sup>1</sup> Risk Ratings are defined as follows:

- High: Issue of significant importance requiring urgent attention.  
Medium: Issue of moderate importance requiring prompt attention.  
Low: Issue of minor importance requiring attention.

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4.2.13 (2)	Appropriate training should be provided on the Acolaid security system for the designated administrators.	Medium	Development Manager	Agreed and in hand. October 2016.
4.2.13 (3)	A review of all current system access permissions should be commissioned and access levels restored to those appropriate to the roles of the respective users.	Medium	Development Manager	Agreed and part complete. October 2016.
4.3.8 (1)	The security object assigning 'Create' permission at <Application> level should be removed from the BCOfficers group and the individual users identified (details supplied separately).	Low	Development Manager (to assign to authorised system administrator)	To be discussed with the Head of Consortium. October 2016.
4.3.8 (2)	The security objects assigned individually to users in the BCOfficers group should be checked and those replicating the group security objects removed.	Low	Senior Building Control Officer (DT)	To be discussed with the Head of Consortium and Senior Building Control Officer. October 2016.
4.4.5 (1)	The feasibility of e-mail alerts to the system administrator on removal of leavers with Acolaid access from the corporate network should be explored.	Low	Development Manager (in consultation with Application Support Manager)	Agreed. In progress. October 2016.

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4.4.5 (2)	An annual review of active Acolaid user accounts should be performed supported by a report showing last login dates.	Low	Development Manager (in consultation with Application Support Manager)	Agreed. In progress. October 2016.
<b>VAT Accounting – 21 June 2016</b>				
4.5.7	A set of clear instructions should be compiled for the application of VAT free use of council facilities and issued to all relevant managers.	Medium	Assistant Accountant	The relevant VAT Guidance contains clear criteria on when VAT exemption can be applied to the letting of sports facilities. This will be used to provide clear guidance to managers. July 2016.
4.6.2	The monthly VAT return should be prepared and submitted by another member of staff at least annually.	Medium	Head of Finance / Assistant Accountant	Agreed. The Assistant Accountant responsible for checking the return has prepared it in the past but not on a regular basis. The frequency will be formalised going forward. July 2016.
4.8.5	The VAT Reference Manual should be reviewed and publicised with an Intranet notice.	Low	Assistant Accountant	Agreed. September 2016.
4.8.5	Staff should be encouraged to refer routine queries to the Assistant Accountant.	Low	Assistant Accountant	Agreed. Staff will be made aware of this via the intranet when the VAT Manual is relaunched. September 2016.