

**Summary of Recommendations and Management Responses from Internal Audit Reports
issued Quarter 2, 2021/22**

Report Reference	Recommendation	Risk Rating¹	Responsible Officer	Management Response and Target Implementation Date (TID)
Housing Benefit & Council Tax Reduction – 17 September 2021				
4.2.2	Sample testing of changes to universal credit should be undertaken to ascertain if the DHPs need to be amended.	Low	Benefits and Customer Services Manager	The Benefits and Customer Services Manager will request that the Benefits Team Leaders undertake a percentage check for accuracy. The results should be reviewed after three months to determine whether more in-depth checking is required. TID: Start date 01/10/2021
Housing Repairs & Maintenance – 10 September 2021				
4.2.1	Ripplestone reports should be modified to include the 'Urgent' job priority type.	Low	Data Coordinator	Agreed – post is currently vacant but seeking to recruit in near future. TID: December 2021

¹ 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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4.2.1	Contractors should be reminded to immediately update WDC on any issues which result in a delay to the repair process.	Low	Head of Assets / Compliance Manager	Will be included in mobilisation discussions as part of extension of Axis contract from April 2022. TID: April 2022
4.2.2	A review should be carried out to identify and initiate enforcement action on all outstanding recharges within the 6-year limitation period.	Low	Landlord Services Manager / Landlord Operations Manager	Policy & Procedure to be written and introduced following consultation with partners at Legal Services, that details arrears recovery relating to rechargeable repairs. TID: January 2022
4.3.1	The Council should develop a robust procedure for dealing with instances where reasonable requests for access are refused. These cases should be escalated until remedial action has been completed and every effort should be made to recover the costs of this exercise from the tenant.	Medium	Assets Manager / Landlord Services Manager	Assets working with Housing to implement. TID: April 2022
4.3.1	A full review of all cancelled jobs should be undertaken to ascertain the current status of each case.	Medium	Compliance Manager / Business Support Manager - Housing	Records available of jobs closed down as part of COVID restrictions and these will be cross checked against new jobs raised. TID: December 2021

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4.3.1	Repair and Maintenance staff should be instructed on aspects of the Repairs process of interest or relevance to other service operators.	Low	Business Development and Change Manager – Housing / Compliance Manager	Review of those individuals and services that have access to ActiveH and change access as appropriate. TID: December 2021
4.5.1	The Council website should be updated to reflect current COVID-19 guidance regarding carrying out repair works.	Low	Business Support Manager – Housing / Compliance Manager	Discussions have taken place to update all Housing pages on the website – change have been made. TID: Complete.
Test and Trace Scheme – 17 September 2021				

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4.3.1	All data relating to applications should be saved in the Test and Trace database.	Low	Benefits and Customer services Manager	I do not have the resource to go back and save all the information in the database. (I have contacted ICT to check that the same level of security exists on all servers where T and T information is held.) However, a team member has attended a surgery with the DHSC and, coincidentally, this is a question that Sam Lowe, the senior policy advisor for the test and trace scheme, raised with his managers. His view is the same as ours i.e. that we should be able to delete the evidence once the claims have been audited and just retain the applications. Mr Lowe will update us as soon as he receives a response. I will therefore be able to update this recommendation to reflect that - hopefully by the end of the calendar year. TID: End December 2021
4.4.1	The Council should establish a communications strategy to share the details of the Test and Trace support scheme as widely as possible.	Low	Benefits and Customer services Manager	Agreed. TID: 19 November 2021
Statutory Monitoring Functions – 13 September 2021				
4.2.2	Ensure that the website links to the appropriate set of fees.	Low	Environmental Protection Team Leader	Environmental Protection Team Leader to arrange that this is set up with the Website Service Manager.

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4.2.2	Ensure that there is a consistent approach to the removal of environmental permits from the list held on the website where permits have been revoked or surrendered.	Low	Environmental Protection Team Leader	Environmental Protection Team Leader to advise the Senior Environmental Health Officer of this requirement and monitor through routine 1-2-1's. TID: 30 November 2021
4.5.2	The Council should investigate entering into an arrangement with another local authority that operates a crematorium to perform joint visits to ensure that there is appropriate 'oversight' of the inspections undertaken.	Low	Environmental Protection Team Leader	Discussed with line manager the option to liaise with counterpart in Rugby who have agreed to provide 'peer review' by way of a reciprocal arrangement. TID: 31 March 2022
4.2.2	Ensure that the website links to the appropriate set of fees.	Low	Environmental Protection Team Leader	Environmental Protection Team Leader to arrange that this is set up with the Website Service Manager. TID: 31 January 2022
Refuse Collection and Recycling – 7 September 2021				
Despite a comprehensive review (see Report on this agenda) there are no recommendations arising from the audit.				
Street Cleansing – 7 September 2021				
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