

**SUMMARY OF RECOMMENDATIONS AND MANAGEMENT RESPONSES FROM INTERNAL AUDIT REPORTS
ISSUED QUARTER 2, 2015/16**

Report Reference	Recommendation	Risk Rating¹	Responsible Officer	Management Response and Target Implementation Date
Housing Investment / Maintenance Programmes – 28 September 2015				
4.2.14	Changes to programmes of works should be formally documented.	Low	Asset Manager	Variation documentation is in place but appears to have fallen out of use under the open book contracts. All staff to be reminded to use formal documentation. October 2015.
4.2.27	The next payment in respect of the painting and decorating contract should be amended to include payment for the works undertaken at [REDACTED] (address).	Low	Contract Administrator	It is reasonable for this to be concluded at final account stage. However, the Contract Administrator will include this on the next possible payment. October 2015.
4.3.9	The proposed monthly budget monitoring meetings should be held going forward and requests from Finance for details of potential variances are responded to.	Low	Asset Manager / Principal Accountant	Diary conflicts between the Asset Manager and the Principal Accountant prevented scheduled meetings from taking place. The Asset Manager will schedule new meetings and defend time for these meetings to take place despite evolving corporate priorities. October 2015.

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.

Report Reference	Recommendation	Risk Rating ¹	Responsible Officer	Management Response and Target Implementation Date
Sundry Debtors – 1 July 2015				
No recommendations were required.				
Insurances – 1 September 2015				
4.1.3	The Insurance & Risk Officer should obtain details of significant future high value investment programmes in relation to housing stock and future treasury investment plans to assess Fidelity Guarantee maximum limits, updating insurance cover if appropriate.	Medium	Head of Finance / Insurance & Risk Officer	<p>All indemnity levels are kept under review.</p> <p>In assessing the limit, account has to be taken of the controls in place and the amount of money which it is felt could be taken before the loss is discovered.</p> <p>Increasing the limit will increase the premium payable and could make insurers feel that we are not confident about our controls. Insurers have been asked to provide an indicative quote to double the sum insured – it has been made clear this is to assist us in considering the audit recommendation.</p> <p>Consideration could also be given to having a higher level of cover for specified staff having regard to the levels of expenditure that they can authorise. It would take time to assess who this would apply to and appropriate levels to apply.</p> <p>During the audit the auditor quoted many authorities as having a limit of £10m but most of these were unitary, metropolitan or county councils.</p> <p>The IARO will contact Insurance Officers at District and Borough authorities in the Midlands asking for details of their limit of indemnity so we can compare.</p> <p>Advice will also be taken from our broker.</p> <p>30 September 2015.</p>

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4.1.6	The Insurance & Risk Officer should update the insurance procedures manual for hirer's liability, insurance excess and provisions.	Low	Insurance & Risk Officer	Hirers' liability notes have been produced. Notes on calculation on insurance provisions and reserve will be produced when estimate figures for 2015/16 are done. 31 December 2015.
Private Sector Housing Grants – 14 August 2015				
4.2.10(1)	Risks in respect of private sector housing grants evaluated and considered for incorporation in the Housing and Property Services Risk Register.	Low	Head of Housing and Property Services	The risk register will be reviewed and updated to incorporate specific risks in relation to private sector housing grants. 01/10/2015.
4.2.10(2)	The Housing Assessment Team project should be incorporated as a key project in the Service Delivery Plan for Housing and Property Services at the next drafting.	Low	Head of Housing and Property Services	The 2015/16 Service Delivery Plan has been drafted for approval by Executive and includes the HAT project as a specific key project. 01/10/2015.

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4.3.12	Staff should be instructed to carefully verify that all requisite formalities on each housing grant case are completed before closing the cases in the system.	Low	Private Sector Housing Manager/ HAT Project Manager	<p>Staff have been reminded of what actions they need to take before closing cases. There will be a 100% check of completed DFG's over £5,000, until the end of the pilot on 31/03/16.</p> <p>We are seeking technical assistance to amend the APP Civica system templates so that a case cannot be closed until the required actions have been completed. The HAT Project Manager has a meeting with the APP Civica Administrator on 24/08/15 to progress this work.</p> <p>Immediate.</p>
Estate Management – 25 August 2015				
4.3.3	Completion of weekly and weekend site inspection reports should be reintroduced and monitored.	Medium	Housing Support Team Manager	This can start straight away and DMC will collate the data as it comes back. 30/09/2015.
4.3.7	Minutes of Estate Supervisor quarterly meetings should be taken and distributed as appropriate.	Low	Housing Support Team Manager	This will start from the next team meeting; this will probably be after the re-design has been completed in December. January 2016.
4.4.2	An up-to-date inventory of furniture and equipment should be compiled and a copy forwarded to the Insurance Officer. Once compiled it should be updated and forwarded at least annually.	Medium	Housing Support Team Manager	This is currently underway by business support team. December 2015.

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4.5.3	The Estate Supervisors should be reminded of the importance of using the Tunstall lone worker system and compliance should be monitored.	Medium	Housing Support Team Manager	I have asked for a report for past 3 months to monitor use and advise the team. 30/09/2015.
Highways Functions – 30 September 2015				
No recommendations were required.				
Customer Access Facilities – 30 September 2015				
4.3.9	The annual orders for CTalk and Firmstep should be amended to reduce the outstanding commitment.	Low	Policy & Performance Officer	The Policy & Performance Officer is to speak to the Assistant Accountant to rectify this error. 30/09/15.