

CURRENT IMPLEMENTATION POSITION OF LOW AND MEDIUM RISK RECOMMENDATIONS
ISSUED FOR QUARTER 1 2013/14

RECOMMENDATIONS	INITIAL MANAGEMENT RESPONSE incl. PLANNED IMPLEMENTATION DATE	CURRENT STATE OF IMPLEMENTATION PER MANAGER
Administration of Housing & Council Tax Benefit – 28 June 2013		
Benefits staff should be briefed on correct extraction of gross pay from payslips which include occupational pension contribution deductions.	<i>Benefits and Fraud Manager:</i> Refresher training to be provided to staff. August 2013	Discussed during team meetings to remind staff of correct income to be used in Benefits assessment.
Procedures should be reviewed to ensure that eligible claimants have single person discount deducted before assessed for Council Tax Reduction.	<i>Benefits and Fraud Manager:</i> This has been discussed with the council tax department and the decision in respect of SPD is ultimately theirs. We will liaise with them and if necessary will pay CTR based on 75% of liability. September 2013.	Council Tax agreed to accept CTR claim to implement SPD.
The data test output cases should be investigated and single person discount those claimants found eligible.	<i>Benefits and Fraud Manager:</i> A member of staff will be assigned to work through the list. However it should be noted that not all of those on the list are eligible for SPD. Completion by end-August 2013.	List completed.

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Procedures for tracking dependents becoming non-dependent (actual and potential) should be reviewed.	<i>Benefits and Fraud Manager:</i> These are currently tracked and it appears that the procedures are not being followed correctly. This will be reviewed. Completion by end-September 2013.	Procedures for identifying non deps reviewed. However there is no specific age when a claimant becomes a non dep and the responsibility is ultimately that of the claimant to notify us of changes which will affect their benefit.
Catering Concessions – 22 May 2013		
Any decisions taken affecting the terms and conditions of an agreement should be recorded for future reference and not merely committed to memory.	<i>Estates Manager:</i> Noted and procedure to be followed. September 2013.	Implemented – Concessions to Terms & Conditions of Lease between Council, as Landlord, and its Tenants, are recorded for future reference.
Local Land Charges – 19 June 2013		
Fee receipt references should be entered into Acolaid for all non-electronic searches.	<i>Administration Support Manager:</i> Staff have been instructed to enter fee receipt references in Acolaid for all relevant searches. Completed.	As per original response.

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Crime and Disorder – 24 June 2013		
The relevant risk relating to crime and disorder, as included on the old MOSS risk register, should be considered for inclusion on the SBRR.	<i>Safer Communities Manager:</i> Agreed. This will be considered when the risks are next reviewed, once the new service area has become properly established. November 2013.	All the risks except one from the Old MOSS system have been mitigated or resolved. The outstanding issue re S17 of the Crime & Disorder Act (1998) and the inclusion of a Crime & Disorder consideration in all committee reports has been passed to the Head of Health & Community Protection to raise again with CMT.
Bereavement Services – 31 May 2013		
The security of petty cash monies should be improved, with the cash tin being locked and access being restricted to specific staff.	<i>Bereavement Services Manager:</i> With immediate effect the petty cash tin has been moved into the safe where the cemetery records are kept. May 2013. A replacement tin will be purchased when the next stationery order is placed. June 2013.	Complete. Complete.

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<p>The Code of Financial Practice should be followed and quotations should be received as necessary.</p>	<p><i>Bereavement Services Manager:</i> Regular spending patterns with single suppliers will be identified from Total. June 2013. Discussions will take place with the new procurement officer (when appointed) to determine the most appropriate method of procurement. Appointment pending. Where appropriate contracts will be tendered. Financial year 2013/14.</p>	<p>New contract in place for calligraphy. Working with procurement manager and officer to tender cremation memorials. Working with colleagues in property to develop specification to renew cremator servicing contract. Existing contracts listed with procurement and when contracts become due for renewal they will be tendered working with colleagues in procurement. Capital works to improve crematorium will require changes to music systems when full extent can be specified this will be tendered through procurement.</p>

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The fee errors identified on the web pages and the linked documents should be rectified.	<p><i>Bereavement Services Manager:</i> The error on the Bereavement web page will be changed ASAP. June 2013.</p> <p>An additional link to a simple table of Fees & Charges will be added to the web pages. June 2013.</p> <p>Finance will be notified of the error in the wording in the published budget book to be corrected at the next edition. April 2014.</p>	<p>Completed.</p> <p>Not yet complete – expected completion by June 2014.</p> <p>Complete.</p>
Care should be taken to ensure that the correct fees are charged for all services provided.	<p><i>Bereavement Services Manager:</i> The error was due to the mistiming of the fees & charges increase being implemented. Additional administrative resource to be devoted to this task in general and especially when fees & charges are reviewed. Ongoing.</p>	Recommendation addressed – no further response required.
An inventory should be drawn up and maintained.	<p><i>Bereavement Services Manager:</i> Agreed. An inventory will be drawn up. September 2013.</p>	Complete.