

**Appendix 4**

**Current Implementation Position for Recommendations Due for Completion by End of Quarter Two 2022/23**

RECOMMENDATIONS	INITIAL MANAGEMENT RESPONSE	TARGET DATE	TARGET DATE REVISED?	CURRENT STATE OF IMPLEMENTATION PER MANAGER
<b>Housing Investment &amp; Maintenance Programmes (2021/22 Audit)</b>				
<p>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.</p>	<p><b>Original:</b> Housing Services will consider as part of the tenancy agreement review and, if necessary, write and implement a procedure that covers access to our customers' homes. However, it must be noted that ultimately it is a legal obligation of any tenancy agreement that a tenant must have quiet enjoyment of their home, which means a landlord cannot gain or try to obtain access unnecessarily or without good reason. A court order must be obtained and we would need to establish whether legal proceedings would be classed as abuse of process to carry out improvement works. Similarly, whether we would be able to charge tenant for refusing access is a difficult situation to assess. There may be very many reasons why we wouldn't want to charge, or even be successful if we did, in recovering any money, including how we could prove costs incurred for non-access.</p> <p><b>Update (August 2022):</b> A procedure will be developed and put in place by September 2022. With regard to the second part of the recommendation, this is not actionable as we have no powers to recover costs and these could escalate for a small cost item.</p>	<p>September 2022 (Previous target dates of March / April 2022)</p>	<p>No</p>	<p>The draft process has now been written and is to be disseminated to key staff for comment. Training for staff will then take place over the next two months.</p>

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<b>Housing Repairs &amp; Maintenance (2021/22 Audit)</b>				
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.	<p><b>Original:</b> Assets working with Housing to implement.</p> <p><b>Update (August 2022):</b> A procedure will be developed and put in place by September 2022. With regard to the second part of the recommendation, this is not actionable as we have no powers to recover costs and these could escalate for a small cost item.</p>	September 2022 (Previous target dates of March / April 2022)	No	See above
<b>Gas and Electrical Safety Checks</b>				
The contractor should be reminded to sign and date all void safety certificates.	Agreed.	Immediate, (at next Contract meeting)	No	Discussed in contract meeting on 29th June (minuted).
The number of monthly no-access cases should be included in the progress meeting minutes.	Agreed.	Immediate, (at next Contract meeting)	No	This has been added to the monthly meeting agenda to discuss and monitor moving forward.

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Common issues identified in the contractor's inspection log should be given a formal agenda item at progress meetings.	Agreed.	Immediate, (at next Contract meeting)	No	Added to agenda to discuss.
<b>Leaseholder Service Charges (2021/22 Audit)</b>				
An income recovery process should be established and followed.	<p><b>Original:</b> To create &amp; implement procedure for management and recovery of leaseholder debt.</p> <p><b>Update (April 2022):</b> Awaiting input from legal services regarding recovery options surrounding first tier tribunals for procedure to be written.</p>	31 July 2022 (Previous target date of March 2022)	Yes – 31 October 2022	Still awaiting Legal input into recommended process as this is complex area of Law involving use of Tier 1 Tribunals. Have been promised a reply several times and told would have some advice back, but still outstanding.
<b>Homelessness and Housing Advice</b>				
The links provided in the directory should be reviewed to ensure that they are still active.	The links provided in the directory will be reviewed to ensure that they are still active.	30 September 2022	Yes – 30 October 2022	Partially completed - target date amended to 30/10/22.

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A budget manager should be appointed.	A budget manager will be appointed.	29 July 2022	No	The Senior Housing Advice & Allocations Officers and the Homeless Services Coordinator all have access to CIA and had a training session with the Principal Accountant (Housing) and the Strategic Finance Manager. They will be having regular meetings with their accountant to monitor the budgets.
The staff turnover should be monitored and reviewed to see how the change in salary has impacted it.	The uplift in salary for the Homeless Officers has enabled us to recruit to two posts which had been long term vacancies. The service will continue to keep this in review.	29 July 2022	Yes – 30 October 2022	Awaiting details of staffing update.
<b>Financial Systems Interfaces (2021/22 Audit)</b>				
The Council should update the risk register with the appropriate Interface Management risks, risk ownership and mitigation measures.	The risk relating to interface failures is included in the ICT Applications risk register which is recorded on the Grace system.	Completed prior to the issue of the final report.	Not applicable	

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<b>Open Spaces</b>				
<p>Quarterly meetings should be held with the accountant to ensure that the budgets are being rigorously monitored.</p>	<p>Agree and will be implemented straight away.</p>	<p>From September 2022</p>	<p>No</p>	<p>A revenue budget monitoring meeting was held on the 8 September 2022 with the accountant and will be held at least every quarter as per the recommendation. A capital budget monitoring meeting will be held in November 2022.</p>
<p>All parks and open spaces should be reviewed to determine the frequency of their risk assessments.</p>	<p>There is a need to review the parks risk assessment process based on recent ROSPA recommendations. Need to take a step back and evaluate what is appropriate.</p>	<p>Start September 2022</p>	<p>Yes – January 2023</p>	<p>Discussions have been held with members of the Senior Leadership Team on best way forward including outsourcing the work linked to the parks quality audit, or to have support or guidance internally from within the Council. Plan to have an agreed approach by next quarter.</p>

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<b>Payroll and Staff Expenses</b>				
Staff should be reminded to attach expense receipts to I-Trent.	Agreed – to use Meta as reminder.	September 2022	No	Update Meta Advantage message deployed on 13/10/22.
The Document Store should be purged of receipts that are more than three years old.	Agreed –suspect that many of the documents over three years old will have been destroyed already. HR to contact CMT to confirm.	September 2022	No	Email from CST confirming that old receipts have been purged.
<b>Statutory Monitoring Functions (2021/22 Audit)</b>				
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.	<p><b>Original:</b> Environmental Protection Team Leader to advise the relevant officer of this requirement and monitor through routine 1-2-1's.</p> <p><b>Updates:</b> Officer availability continued to hamper progress. However, a new website monitoring process has now been identified and an operational procedure is to be drawn up by 30 September.</p>	30 September 2022 (Previous target dates of 31 March, 30 June, and 31 August 2022)	No	Internal processes have now been implemented to monitor the information on the website to ensure Permits are regularly reviewed and remain up to date.

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<p>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.</p>	<p><b>Original:</b> 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.</p> <p><b>Updates:</b> A re-set of the target time requested to agree how the reciprocal arrangements will work. Commonwealth games and team pressures have delayed the implementation. However, an update on the partnership arrangements possible are due to be confirmed by the 30 September.</p>	<p>30 September 2022 (Previous target dates of 31 January, 30 June, and 31 August 2022)</p>	<p>No</p>	<p>A reciprocal arrangement has now been agreed with Rugby for the review of the documentation and inspections relevant to our respective Crematoria.</p>
<p><b>Corporate Governance</b></p>				
<p>A central database of Officer appointments should be collated and shared amongst the MO and DMO.</p>	<p>Agreed to implement.</p>	<p>September 2022</p>	<p>Yes – May 2023</p>	<p>With other work demands this has not progressed as yet. However we intend to pick this up as part of the annual monitoring of outside bodies by Councillors which will commence in the new year in time recommendation to Annual Council in May.</p>

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<b>Housing Stock Asset Management</b>				
It should be ensured that data is input into ActiveH allowing maintenance and works programmes to be planned.	The Compliance manager has issued an email to all assets staff reminding them of their responsibility to input data onto the system.	Completed prior to the issue of the final report.	Not applicable	
There should be a procedure in place to ensure that correct and up-to-date data is uploaded to the portal/input onto ActiveH by contractors when works have been completed.	The Compliance Manager has emailed relevant assets Contract Managers reminding them of their responsibility to ensure contractors are inputting data on to the portal/active H when works have been completed.	Completed prior to the issue of the final report.	Not applicable	
The training provided to contractors regarding updating works completed should be reviewed and the importance of using the portal to update the status appropriately at contract meetings should be reinforced.	The Compliance Manager has emailed relevant assets Contract Managers reminding them of their responsibility to ensure contractors know how to use the portal and providing training where needed.	Completed prior to the issue of the final report.	Not applicable	