

Current Implementation Position for Low and Medium Risk Recommendations
issued in Quarter 1 2019/20

RECOMMENDATIONS	INITIAL MANAGEMENT RESPONSE incl. PLANNED IMPLEMENTATION DATE (PID)	CURRENT STATE OF IMPLEMENTATION PER MANAGER
Housing Benefit & Council Tax Reduction – 19 June 2019		
<p>Management should review facilities for capturing document images on home visits to ensure acceptable clarity of information supporting claims.</p>	<p><i>Benefits and Fraud Manager:</i> There are sometimes problems with how the images upload into Civica. As a back-up the visiting team retain these in their own personal folders for a period of time so that if the assessors have a problem reading the document they can request a copy. The Recovery Manager, Council Tax, manages the visiting team and has advised that this issue has already been highlighted and is suspected as user error for which further training will be provided. PID: 30/7/19.</p>	<p>The visiting team are part of the Revenues department and therefore this was passed to Jason Smith (the manager at that time). He provided some further training on ensuring that the quality of photographs were improved but the date of this was not recorded.</p>

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Loans to External Organisations – 6 June 2019		
<p>The Council should consider establishing a formal policy for providing loans to external organisations. This will help to ensure approvals are fair and a good investment for the Council.</p>	<p><i>CMT:</i> We do not consider that a Loans Policy and application process should be developed. The Localism Act gives a broad remit for Councils to use what powers (tools) they consider necessary to deliver a specific objective. A loan may be the right solution for a specific case but we do not believe that in effect “a loan application scheme” should be established. We accept that a checklist should be established so that there is a consistency around process and procedure. <i>PID:</i> The checklist will be developed when we next consider that a loan is the appropriate tool to use.</p>	<p>Ultimately, a Loans Policy with associated application process was introduced and this was agreed by Executive. Finance to draft the application form.</p>

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Changes made to Warwick District Council properties, using loan funds, should be reported to the Insurance and Risk Officer.	<p><i>CMT:</i> Agreed.</p> <p>TID: When a loan enhances the value of a WDC property.</p>	Not applicable so far but would be instigated when required.