

**Summary of Recommendations and Management Responses from Internal Audit Reports  
issued Quarter 3, 2020/21**

<b>Report Reference</b>	<b>Recommendation</b>	<b>Risk Rating<sup>1</sup></b>	<b>Responsible Officer</b>	<b>Management Response and Target Implementation Date (TID)</b>
<b>Housing Rent Collection – 10 November 2020</b>				
4.3.10	As agreed in the 2017-18 audit the write-off information should be included in the quarterly reports.	Low	Landlord Services Manager	To be included in quarterly reports going forward, CR to liaise with BD & C Mgr (PS) to have report written and included. TID: 31/12/2020
4.3.10	Management should review the KPI's in the Service Area Plan and consider including a relevant KPI for write-offs.	Low	Landlord Services Manager	Agree this to be included in the performance monitoring, to be decided at DMT whether this is a core or an operational PI. TID: 31/12/2020
<b>Catering Concessions – 14 October 2020</b>				
No recommendations arising from review on this occasion.				

<sup>1</sup> 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 <sup>1</sup>	Responsible Officer	Management Response and Target Implementation Date (TID)
<b>Building Cleaning Services – 10 December 2020</b>				
4.3.9	The agenda for the monthly contract liaison meetings should include a standing item to review previous minutes for accuracy and to follow up on progress against agreed actions.	Low	Contract Services Manager	Agreed. The agenda for all future meetings will include the review of previous minutes and the status of agreed actions. TID: January 2021
4.4.6	Variation orders in relation to additional works should be checked to prices included in the contract for day rates where applicable to ascertain whether the payments are in line with agreed rates.	Low	Contract Services Manager	Agreed. All future variation orders will be checked where additional staffing is included to ensure that the correct rates are being used. TID: January 2021
4.6.5	The Neighbourhood Services risk register should be updated to include reference to the building cleaning services contract.	Low	Contract Services Manager	Agreed. The issue will be raised at the next management team meeting when the risk register is reviewed to ensure that the contract is included. TID: March 2021