

CURRENT IMPLEMENTATION POSITION FOR LOW AND MEDIUM RISK RECOMMENDATIONS
ISSUED IN QUARTER 1 2016/17

RECOMMENDATIONS	INITIAL MANAGEMENT RESPONSE incl. PLANNED IMPLEMENTATION DATE (PID)	CURRENT STATE OF IMPLEMENTATION PER MANAGER
Administration of Housing Benefit & Council Tax Reduction – 30 June 2016		
An agreement should be obtained from the relevant landlord stating that they will repay any relevant overpayments.	<i>Benefits & Fraud Manager:</i> Staff will be reminded of this at the next team meeting. PID: End of August 2016.	All decisions to pay the landlord direct have to be agreed by a senior assessment officer, and they check receipt of signed letter before agreeing to the request.
Staff should be reminded of the need to ensure that all information provided is accurately input onto the system.	<i>Benefits & Fraud Manager:</i> Staff will be reminded of this at the next team meeting. PID: End of August 2016.	Staff receive ongoing training, guidance and monthly meetings take place where issues of accuracy etc. are discussed and a % of work is accuracy checked. Unfortunately the Benefit system is very complex and from time to time errors will occur.

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Business Applications: IDOX Planning, Building Control & Land Charges – 30 June 2016		
A core of no more than seven system administrators should be designated for the Acolaid system.	<p><i>Development Manager:</i> Agreed. The key issue here is reducing the number of administrators to an appropriate level without impacting on the most effective use of the system and as this is an on-going work in progress; it is therefore requested that the recommendation does not specify a specific number. PID: October 2016.</p>	It is considered that a total of 9 core system administrators are required across IT; Building Control and Development Management - actions to reduce that number from 22 to 9 are now at an advanced stage.
Appropriate training should be provided on the Acolaid security system for the designated administrators.	<p><i>Development Manager:</i> Agreed and in hand. PID: October 2016.</p>	This training has been provided and will be refreshed as necessary in the future.
A review of all current system access permissions should be commissioned and access levels restored to those appropriate to the roles of the respective users.	<p><i>Development Manager:</i> Agreed and part complete. PID: October 2016.</p>	This has been considered in detail. Appropriate actions have been undertaken and the position will be kept under review.
The security object assigning 'Create' permission at <Application> level should be removed from the BCOfficers group and the individual users identified (details supplied separately).	<p><i>Development Manager (to assign to authorised system administrator):</i> To be discussed with the Head of Consortium. PID: October 2016.</p>	Completed.

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The security objects assigned individually to users in the BCOfficers group should be checked and those replicating the group security objects removed.	<i>Senior Building Control Officer (DT):</i> To be discussed with the Head of Consortium and Senior Building Control Officer. PID: October 2016.	<i>Head of Building Control Consortium:</i> Completed November 2016.
The feasibility of e-mail alerts to the system administrator on removal of leavers with Acolaid access from the corporate network should be explored.	<i>Development Manager (in consultation with Application Support Manager):</i> Agreed. In progress. PID: October 2016.	Completed.
An annual review of active Acolaid user accounts should be performed supported by a report showing last login dates.	<i>Development Manager (in consultation with Application Support Manager):</i> Agreed. In progress. PID: October 2016.	A procedure is now in place for this to be undertaken on an annual basis.
VAT Accounting – 21 June 2016		
A set of clear instructions should be compiled for the application of VAT free use of council facilities and issued to all relevant managers.	<i>Assistant Accountant:</i> The relevant VAT Guidance contains clear criteria on when VAT exemption can be applied to the letting of sports facilities. This will be used to provide clear guidance to managers. PID: July 2016.	Completed. Instructions issued to Cultural Services July 2016.

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The monthly VAT return should be prepared and submitted by another member of staff at least annually.	<i>Head of Finance / Assistant Accountant:</i> Agreed. The Assistant Accountant responsible for checking the return has prepared it in the past but not on a regular basis. The frequency will be formalised going forward. PID: July 2016.	Arrangements now formalised to at least annually. July 2016 return was completed by another staff member.
The VAT Reference Manual should be reviewed and publicised with an Intranet notice.	<i>Assistant Accountant:</i> Agreed. PID: September 2016.	To be completed as soon as possible. Delayed due to priority of other work.
Staff should be encouraged to refer routine queries to the Assistant Accountant.	<i>Assistant Accountant:</i> Agreed. Staff will be made aware of this via the intranet when the VAT Manual is relaunched. PID: September 2016.	See above.

CURRENT IMPLEMENTATION POSITION FOR HIGH RISK RECOMMENDATIONS
ISSUED IN QUARTER 3 2016/17

RECOMMENDATIONS	INITIAL MANAGEMENT RESPONSE incl. PLANNED IMPLEMENTATION DATE	CURRENT STATE OF IMPLEMENTATION PER MANAGER
Collection of National Non-Domestic Rates – 9 November 2016		
Applications for exemption on listed building grounds should be verified for valid listed building status.	<p><i>Exchequer Services Manager:</i> Verification of Listed buildings has always been via a listing from a team within Development Services however it has since been established that Historic England are the oracle on listed buildings therefore we have started an exercise to cross reference the listed buildings we hold with Historic England. PID: March 2017.</p>	This action has been completed.