

**Summary of Recommendations and Management Responses from Internal Audit Reports  
issued Quarter 1, 2019/20**

<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>Human Resources Management – 26 April 2019</b>				
No recommendations were issued on this occasion.				
<b>Housing Benefit &amp; Council Tax Reduction – 19 June 2019</b>				
4.3.3	Management should review facilities for capturing document images on home visits to ensure acceptable clarity of information supporting claims.	Low	Benefits and Fraud Manager	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. TID: 30/7/19.

<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>Website Management – 6 June 2019</b>				
No recommendations were issued on this occasion.				
<b>Loans to External Organisations – 6 June 2019</b>				
4.2.3	To prevent loans being allocated to selected applicants, an application process should be formed. This will allow a fair and equal opportunity for a wider audience to apply.	High	CMT	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. TID: The checklist will be developed when we next consider that a loan is the appropriate tool to use.
4.3.1	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.	Medium	CMT	See above. TID: As above.
4.3.10	Changes made to Warwick District Council properties, using loan funds, should be reported to the Insurance and Risk Officer.	Low	CMT	Agreed. TID: When a loan enhances the value of a WDC property.

