

central midlands audit partnership

South Derbyshire District Council – Audit Progress Report

Audit Sub-Committee: 25th March 2020



South Derbyshire
District Council



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Our Vision

To bring about improvements in the control, governance and risk management arrangements of our Partners by providing cost effective, high quality internal audit services.

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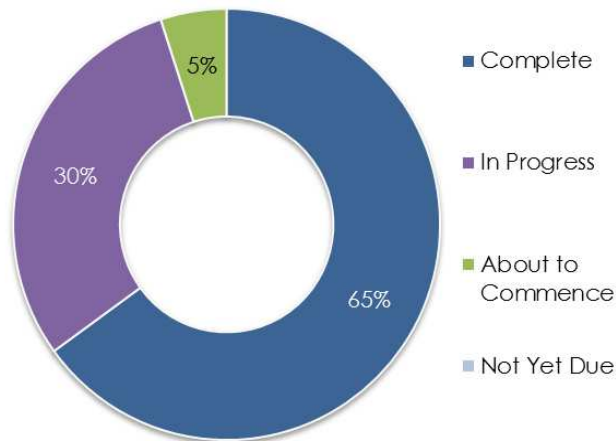


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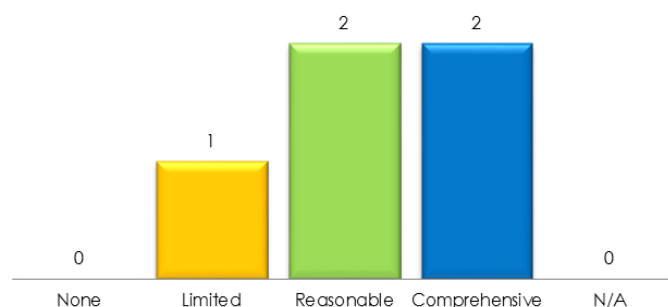
AUDIT DASHBOARD

Plan Progress



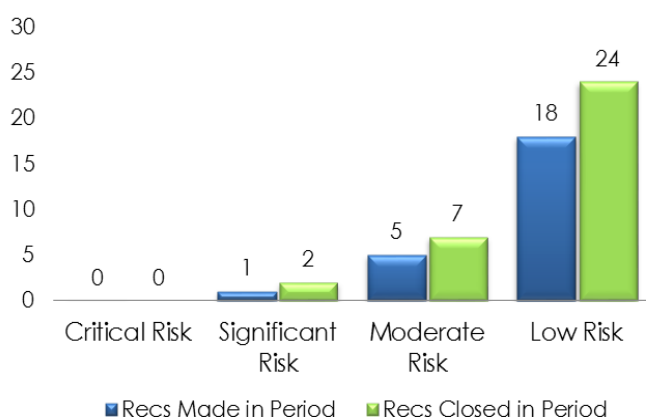
Jobs Completed in Period

Control Assurance Ratings During Period



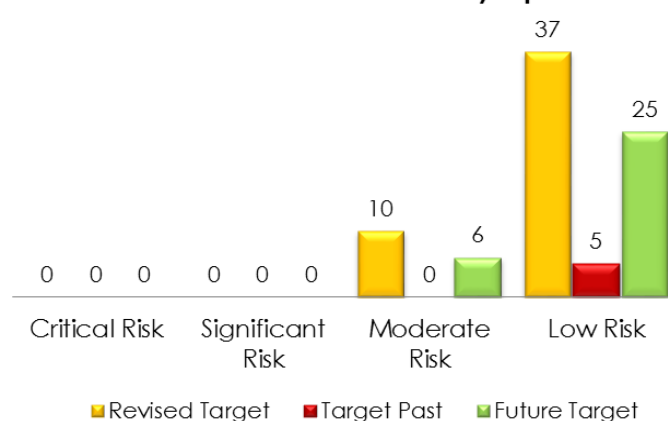
Recommendations

Movement During Period



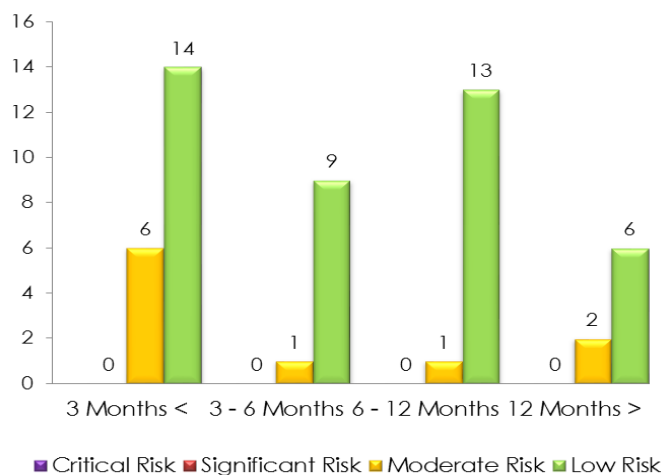
Recommendations

Recommendations Currently Open



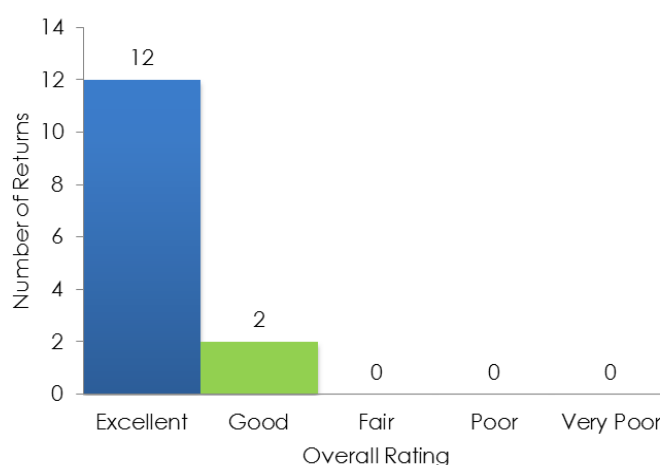
Recommendations

Overdue Recommendations



Customer Satisfaction

Returns Between Feb 19 & Mar 20



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AUDIT PLAN

Progress on Audit Assignments

The following tables provide Audit Sub-Committee with information on how audit assignments were progressing as at 29th February 2020.

2019-20 Jobs	Status	% Complete	Assurance Rating
Management of Novus Contract	In Progress	20%	
Procurement of Rosliston Contract 2019-20	Draft Report	95%	
Main Accounting System 2019-20	In Progress	10%	
Treasury Management 2019-20	In Progress	65%	
Banking Services 2019-20	Final Report	100%	Comprehensive
Payroll 2019-20	In Progress	25%	
Officers Expenses & Allowances 2019-20	Final Report	100%	Comprehensive
Creditors 2019-20	Final Report	100%	Comprehensive
Fixed Assets 2019-20	Final Report	100%	Comprehensive
Revenues Systems 2019-20	In Progress	10%	
Cashiering 2019-20	Final Report	100%	Comprehensive
Housing Benefit & Council Tax Support 2019-20	In Progress	25%	
Anti-Fraud & Corruption 2019-20	In Progress	35%	
ICT Key Controls	In Progress	65%	
Mobile Phones	Final Report	100%	Limited
Project Management	Allocated	10%	
Business Change & Transformation	Allocated	10%	
Data Quality & Perf. Mgmt 2019-20	Final Report	100%	Reasonable
Rent Accounting 2019-20	Final Report	100%	Reasonable
Former Tenants Arrears 2019-20	Final Report	100%	Reasonable
Council House Sales - Right To Buy 2019-20	Final Report	100%	Limited
Grounds Maintenance	Draft Report	95%	
Improvement Grants (Disabled Facilities Grant)	Final Report	100%	Reasonable
Bereavement Services 2019-20	Draft Report	95%	
Electoral Services 2019-20	Removed from Plan	0%	
Economic Development 2019-20	In Progress	20%	
B/Fwd Jobs	Status	% Complete	Assurance Rating
Information Governance	Final Report	100%	Reasonable
Capital Programme	Final Report	100%	Comprehensive
Payroll 2018-19	Final Report	100%	Reasonable
Creditors 2018-19	Final Report	100%	Reasonable
Revenue Systems 2018-19	Final Report	100%	Comprehensive
Housing Benefit & Council Tax Support 2018-19	Final Report	100%	Comprehensive
File Server Security	Final Report	100%	Reasonable
Development Management	Final Report	100%	Reasonable
Food Safety 2018-19	Final Report	100%	Reasonable
Active Communities & Health	Final Report	100%	Comprehensive
Rosliston Forestry Centre	Final Report	100%	Comprehensive
Maintenance of Public Buildings	Final Report	100%	Limited
Housing Safety Inspections	Final Report	100%	Limited
Community Safety Partnership 2018-19	Final Report	100%	Comprehensive
Corporate Governance 2018-19	Final Report	100%	Reasonable

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Plan Changes

An emerging risk was brought to our attention by management, which resulted in our ICT Audit coverage being transferred from our proposed focus on Personal Data Checks to looking at controls over Mobile Phone usage.

Following a request from Management, the Electoral Services audit planned for 2019-20 was agreed to be deferred until after the May 2020 elections. Even though the May 2020 elections have now been cancelled, it is too late in this Plan year to commence this audit. Accordingly, it will remain deferred to the 2020-21 Audit Plan.

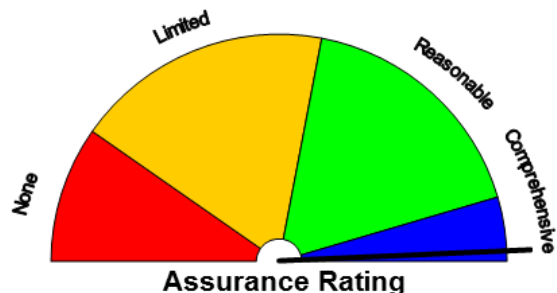
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AUDIT COVERAGE


Completed Audit Assignments

Between 1st December 2019 and 29th February 2020, the following audit assignments have been finalised since the last Progress Report was presented to this Sub-Committee.

Audit Assignments Completed in Period	Assurance Rating	Recommendations Made				% Recs Closed
		Critical Risk	Significant Risk	Moderate Risk	Low Risk	
Active Communities & Health	Comprehensive				1	0%
Former Tenants Arrears 2019-20	Reasonable				6	67%
Mobile Phones	Limited		1	4		60%
Improvement Grants 2019-20	Reasonable			1	8	0%
Creditors 2019-20	Comprehensive				3	33%

Active Communities & Health					
Control Objectives Examined		Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls
Management of the Active Health & Communities Section are keeping the financial viability of the service under constant review and are actively seeking out and perusing the additional funding options that may be available to them.		7	6	1	0
Suitable management arrangements are in place for maximising the level of service delivery within existing constraints, while continuing to develop the service and maintaining existing support.		9	7	2	0
TOTALS		16	13	3	0
Summary of Weakness			Risk Rating	Agreed Action Date	
Community consultations were not considered to be appropriately inclusive of all members of the disabled community.			Low Risk	31/01/2020	
				Action Due	

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Former Tenants Arrears				
Control Objectives Examined	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls
Appropriate procedures are adhered to for the recovery and monitoring of former tenant arrears	21	17	3	1
Former tenant arrears are minimised through robust end of tenancy procedures	18	15	2	1
TOTALS	39	32	5	2
Summary of Weakness		Risk Rating	Agreed Action Date	
The Income Management policy was dated 2016 and as such was out-of-date.		Low Risk	01/11/2020 Future Action	
Recent address details of customers provided with short stay temporary accommodation out of hours was not being effectively shared.		Low Risk	29/01/2020 Implemented	
Orchard did not always contain a complete record of recovery actions taken.		Low Risk	29/01/2020 Implemented	
The Former Tenants Arrears Account Monitoring procedure did not include the allocation of court fees to individual debtor accounts.		Low Risk	28/02/2020 Being Implemented 31/03/2020	
There was no focused procedure in place to ensure that rent accounts were in balance at the end of a tenancy.		Low Risk	28/02/2020 Implemented	
Insufficient action was taken to minimise arrears due to housing benefit adjustments at the end of a tenancy.		Low Risk	28/02/2020 Implemented	


Mobile Phones

Following an incident at the Council, it was agreed with the Strategic Director (Corporate Resources) that Internal Audit would evaluate the adequacy of a number of systems and process specific to the provision and management of mobile phone devices. This report deals with the system weaknesses identified during the review and recommends what Audit considers to be appropriate control improvements.

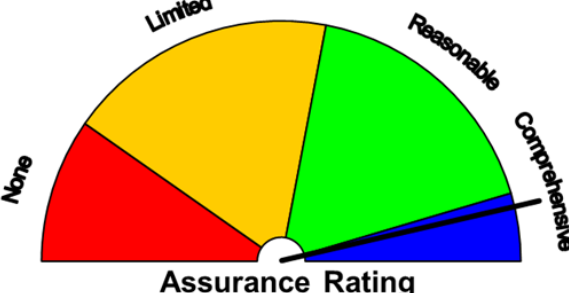
Summary of Weakness	Risk Rating	Agreed Action Date
The Council had incurred significant overcharges due in part to a lack of contractual and technical safeguards not being in operation for mobile phone devices issued to employees.	Significant Risk	Already Implemented
Monitoring and alerting procedures for mobile phone/smartphone usage was ineffective, leading to significant overcharges going undetected over a significant period of time.	Moderate Risk	Already Implemented
The budget monitoring process had failed to appropriately resolve an identified spike in expenditure against the cost centre and account code that was used for payment of the Q2 mobile phone bills.	Moderate Risk	31/03/2020 Future Action

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Users were still permitted to log urgent service requests and incidents to a shared mailbox that was not directly linked to the helpdesk system, and was therefore vulnerable to error, oversights and incidents going unresolved.	Moderate Risk	Already Implemented
Asset management procedures for controlling the ownership, movement and usage of mobile devices were not effective.	Moderate Risk	31/08/2020 Future Action

<h3>Improvement Grants 2019-20</h3>		 <p>Assurance Rating</p>		
Control Objectives Examined	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls
Policies relating to the administration of DFG are in place, and include consideration of financial thresholds	3	0	1	2
DFG applications are processed timely and in adherence with appropriate procedures	16	12	1	3
Applications are only processed for eligible works and eligible claimants	13	12	1	0
Works performed are adequately reviewed prior to passing invoices for payment	13	13	0	0
Responsibilities for the ongoing maintenance of works performed through the DFG have been considered and documented.	4	2	0	2
TOTALS	49	39	3	7
Summary of Weakness		Risk Rating	Agreed Action Date	
The Private Sector Housing Assistance Policy 2019-22 did not fully reflect the situation in practise.		Low Risk	30/04/2020 Future Action	
The Private Sector Adaptations Policy 2019-2022 was not available to view on the Council's website.		Low Risk	30/06/2020 Future Action	
Options for discretionary funding of adaptations had not been fully considered.		Low Risk	30/04/2020 Future Action	
There was no procedural guidance document in place detailing the Disabled Facility Grant process.		Low Risk	30/04/2020 Future Action	
No performance targets had been set for the key stages of the DFG process, and there was no regular monitoring or reporting of performance to management.		Moderate Risk	30/06/2020 Future Action	
The Council could not demonstrate that it had been proactive in ensuring that delays in Disabled Facilities Grant applications, particularly those marked as fast track, were minimised.		Low Risk	30/04/2020 Future Action	
Reassessment forms and redetermination letters were not prepared and authorised in all cases where additional works were required.		Low Risk	30/04/2020 Future Action	
The Initial Test of Resources form referred to a charge of 10% of eligible expenses to cover the cost of services provided by the Council, however this was not charged in practise.		Low Risk	30/04/2020 Future Action	
The respective responsibilities of the customer and the Council for maintenance of adaptations were not clearly communicated to the customer.		Low Risk	30/04/2020 Future Action	

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Creditors 2019-20	 <p>Assurance Rating</p>			
Control Objectives Examined	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls
To ensure that up-to-date policy, procedures and guidance are in place and access to the Creditors system is properly administered.	4	4	0	0
To ensure that adequate controls are in place for the input, authorisation and processing of invoices received.	7	3	4	0
To ensure that robust systems are in place for processing payments to suppliers.	6	6	0	0
TOTALS	17	13	4	0
Summary of Weakness		Low Risk	Agreed Action Date	
The method of checking for duplicate payments did not identify all potential duplicate payments.		Low Risk	Implemented	
When registering invoices, there was no consistent methodology in place for allocating a supplier's invoice reference, for invoices received from suppliers who do not number their invoices.		Low Risk	30/04/2020 Future Action	
Out of a sample of 17 purchase order invoices tested, 8 did not have an official order raised until after the invoice was received.		Low Risk	01/07/2020 Future Action	

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RECOMMENDATION TRACKING

Final Report Date	Audit Assignments with Open Recommendations	Assurance Rating	Recommendations Open		
			Action Due	Being Implemented	Future Action
06-Mar-20	Creditors 2019-20	Comprehensive			2
03-Mar-20	Improvement Grants 2019-20	Reasonable			9
25-Feb-20	Mobile Phones	Limited			2
30-Jan-20	Former Tenants Arrears 2019-20	Reasonable		1	1
17-Dec-19	Active Communities & Health	Comprehensive	1		
22-Nov-19	Council House Sales - Right To Buy 2019-20	Limited		3	
20-Nov-19	Information Governance	Reasonable	1	4	1
20-Nov-19	Fixed Assets 2019-20	Comprehensive			1
13-Nov-19	Development Management 2018-19	Reasonable	3		1
15-Oct-19	Community Safety Partnership 2018-19	Comprehensive			1
11-Sep-19	Data Quality & Perf. Mgmt 2019-20	Reasonable			3
24-Jul-19	Rent Accounting 2019-20	Reasonable		2	
16-Sep-19	Officers Expenses & Allowances 2019-20	Comprehensive			1
16-May-19	Housing Benefit & Council Tax Support 2018-19	Comprehensive		1	
31-Mar-19	Orchard IT Application	Limited		4	
26-Mar-19	Fleet Management	Reasonable		1	2
23-Jul-19	Payroll 2018-19	Reasonable		1	
16-Apr-19	Revenue Systems 2018-19	Comprehensive		3	
29-Aug-19	Corporate Governance 2018-19	Reasonable			1
08-May-19	Creditors 2018-19	Reasonable		1	
08-Apr-19	File Server Security	Reasonable		1	
03-Jul-19	Housing Safety Inspections	Limited		3	1
21-Aug-19	Maintenance of Public Buildings	Limited		1	5
12-Feb-19	PCI Compliance 2018-19	Reasonable		6	
19-Dec-18	Sheltered Housing / Careline	Reasonable		1	
14-Feb-19	Allocations & Homelessness 2018-19	Reasonable		3	
25-Jan-19	Section 106 Agreements 2018-19	Reasonable		2	
25-Apr-18	Organisational Culture & Ethics	Reasonable		1	
10-Jan-19	Health & Safety	Reasonable		1	
06-Mar-18	Tenants Arrears 2017-18	Reasonable		3	
19-Jan-18	Rent Accounting 2017-18	Reasonable		1	
13-Nov-17	Officers Expenses & Allowances	Reasonable		1	
07-Aug-17	Parks & Open Spaces	Reasonable		2	
		TOTALS	5	47	31

Action Due = The agreed actions are due, but Internal Audit has been unable to ascertain any progress information from the responsible officer.

Being Implemented = The original action date has now passed and the agreed actions have yet to be completed. Internal Audit has obtained status update comments from the responsible officer and a revised action date.

Future Action = The agreed actions are not yet due, so Internal Audit has not followed the matter up.

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Audit Assignments with Recommendations Due	Action Due			Being Implemented		
	Significant Risk	Moderate Risk	Low Risk	Significant Risk	Moderate Risk	Low Risk
Former Tenants Arrears 2019-20						1
Active Communities & Health			1			
Council House Sales - Right To Buy 2019-20					3	
Information Governance			1		1	3
Development Management 2018-19			3			
Rent Accounting 2019-20					1	1
Housing Benefit & Council Tax Support 2018-19						1
Orchard IT Application						4
Fleet Management						1
Payroll 2018-19					1	
Revenue Systems 2018-19						3
Creditors 2018-19						1
File Server Security						1
Housing Safety Inspections					1	2
Maintenance of Public Buildings						1
PCI Compliance 2018-19					1	5
Sheltered Housing / Careline						1
Allocations & Homelessness 2018-19						3
Section 106 Agreements 2018-19						2
Organisational Culture & Ethics					1	
Health & Safety						1
Tenants Arrears 2017-18						3
Rent Accounting 2017-18						1
Officers Expenses & Allowances					1	
Parks & Open Spaces						2
TOTALS			5		10	37

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HIGHLIGHTED RECOMMENDATIONS

Being Implemented – Significant or Moderate Risk Recommendations

The following significant or moderate risk rated recommendations, that have not yet been implemented, are detailed for Committee's scrutiny.

PCI Compliance 2018-19	Rec No. 8
Summary of Weakness / Recommendation	Risk Rating
<p>The Council was not PCI Compliant and was paying non-compliance fees to a third party. Further management fees were being paid to the financial system provider for PCI and they were also charging the Council for a verbal assessment that no-one at the Council knew anything about.</p> <p>We recommend that the Council establishes a PCI Compliance Action Plan which should take account of the non-compliance fees being paid and should look to work with the third party to ensure that they are able to provide compliance to them and remove the non-compliance fee. The Council should also determine what benefits the Council receives for the PCI DSS Management Fee and verbal assessment.</p>	Moderate Risk
Management Response/Action Details	Action Date
This matter has been raised with Capita360 and there are several issues that have been raised previously about responsibility for the various elements of PCI DSS compliance and which appear to affect compliance. Following the meeting with Capita on 15 th February 2019 a compliance action plan will be drafted for agreement by each team.	01/04/2019
Status Update Comments	Revised Date
The Council has kicked off a project to ensure PCI compliance which should be in place by mid-late 2020. The project is set to incorporate a PCI audit, new policies and procedures, the completion of the PCI self-assessment and the introduction of new solutions to remove card data from the authority.	01/10/2020

Information Governance	Rec No. 5
Summary of Weakness / Recommendation	Risk Rating
<p>Not all personal data collected by the Council was being stored securely, in locked facilities. This rendered this data accessible by parties who did not have a genuine business need to view the information. There was also a limited regime of checking in place to ensure the data remained safe and secure.</p> <p>We recommend that the Council formally remind officers of the need to keep personal data secure and establish a regime of conducting checks on the personal information it holds, to ensure it remains secure. Any sensitive, personal data currently not being stored securely should be moved to a lockable, secure receptacle/facility. A standard approach should be established and adopted across the whole Council, in accordance with the corporate framework requirements set out in the Councils Records Management Policy and the Document Retention Policy.</p>	Moderate Risk
Management Response/Action Details	Action Date
This is already an existing policy requirement within the data protection policy. Accept that a reminder would help to encourage good practice and reduce any of the human error which has resulted in data not being stored securely.	31/12/2019
Status Update Comments	Revised Date
Work has progressed to address this issue. Final amendments and publication need to be completed.	20/03/2020

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Organisational Culture & Ethics	Rec No. 3
Summary of Weakness / Recommendation	Risk Rating
<p>The Council had not undertaken a staff survey which was specifically geared towards the Council's culture, ethics and values.</p> <p>We recommend that the Council consider undertaking a specific Cultural Survey aimed at assessing officer opinions on the Council's culture, ethics and values. The results of the survey could then be used to make improvements where necessary should any common specific themes or patterns result.</p>	Moderate Risk
Management Response/Action Details	Action Date
A survey will be undertaken following research with the Council's Communications section.	31/10/2018
Status Update Comments	Revised Date
<p>As part of our work to embed the Corporate Plan and our Values throughout the Council, several Staff Briefings took place in January 2020. Each briefing was led by a representative from Leadership Team with support provided by the Organisational Development and Performance Team.</p> <p>Following the briefing sessions the Leadership Team and the Heads of Services reviewed the feedback from staff. An action plan has been developed to further embed our values, improve culture and team working across the council. Staff will receive an update on the actions every quarter through our existing communication channels. Further staff briefings will be held throughout 2020.</p> <p>An employee engagement survey will also be launched in Autumn 2020. The themes and questions in the survey will be based on the information collected from the Staff Briefing sessions.</p>	31/10/2020

Officers Expenses & Allowances	Rec No. 2
Summary of Weakness / Recommendation	Risk Rating
<p>The review of essential user allowances process, which was due to be carried out annually, had not been carried out.</p> <p>We recommend that the Council considers a root and branch review of its approach to the payment of travel expenses, with a view to reducing the number of uneconomic payments made through the essential user scheme.</p>	Moderate Risk
Management Response/Action Details	Action Date
The payments are contractual for employees and therefore formal consultation will need to be undertaken. The Council is completing a job evaluation project and it is planned to commence discussions with the Trade Unions as part of a wider review of employment conditions and to fit in line with negotiations being completed on a national basis. Position to be reviewed 30 th September 2019.	30/09/2018
Status Update Comments	Revised Date
This will be subject to the Head of the Paid Service agreeing the terms of reference with the Council and the Trades Unions.	31/03/2021

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Payroll 2018-19	Rec No. 1
Summary of Weakness / Recommendation	Risk Rating
<p>There was no process in place to check that all changes made on the Resource Link Payroll system were valid and supported by appropriate documentation.</p> <p>We recommend that a standard report should be setup on the Resource Link system that produces a listing of all changes made to Payroll records by all users within the period. This should then be used to ensure that appropriate documentation is held to support all changes made, and that they have been accurately input. Furthermore, the Checked by column in the HR spreadsheet should be regularly completed to evidence each item listed has been checked.</p>	Moderate Risk
Management Response/Action Details	Action Date
A number of options are being explored to address this issue with the software provider and will subsequently eradicate the level of risk. There is already a report developed that can be used to run reports on all users from Resource Link. The process of running reports was agreed in the previous audit 2017/18. Subject to the implementation of a new reporting tool, reports will be run on all users to identify any new starters and changes made to the system. In addition, the previously agreed arrangements will continue and this will include the exchange of information between HR and payroll to clarify any other changes that impact on an employee's salary. This will include the completion of the checked by column.	01/10/2019
Status Update Comments	Revised Date
The Council has made a decision to move its Payroll Service to a shared service arrangement, which was planned to be implemented on 1 April 2020. This has not come to fruition and the implementation date has been put back to April 2021. This will avoid a mid-year implementation and allow greater time for preparation. In the meantime, it is proposed to continue with the interim solution to mitigate the risk until a new system is in place as part of the shared service arrangement.	01/04/2021

Council House Sales: Right To Buy	Rec No. 1
Summary of Weakness / Recommendation	Risk Rating
<p>There was no overall process map to ensure that officers were fully aware of their responsibilities, and the procedure notes followed by Business Support did not fully reflect current practice or government guidance.</p> <p>We recommend that senior management determine responsibilities, and a process map covering the whole Right To Buy process should be developed to provide clarity. Furthermore we recommend that the Business Support procedure notes are reviewed and updated to ensure that they fully encompass current practice, government guidance, and any recommendations made within this report.</p>	Moderate Risk
Management Response/Action Details	Action Date
To be implemented as per recommendation	01/02/2020
Status Update Comments	Revised Date
Housing have performed initial research, further input from Legal will allow the end-to-end process to be produced.	01/05/2020

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Council House Sales: Right To Buy	Rec No. 6
Summary of Weakness / Recommendation	Risk Rating
<p>Only one Right To Buy valuer had been utilised for over 10 years during which time there had been no procurement exercise, and the valuer did not hold the expected professional qualification.</p> <p>We recommend that a procurement exercise is undertaken to engage an appropriately qualified valuer(s). Consideration should be given to obtaining more than one independent valuation for Right to Buy property sales.</p>	Moderate Risk
Management Response/Action Details	Action Date
To be implemented as per recommendation	01/02/2020
Status Update Comments	Revised Date
Housing have undertaken initial research to understand whether the valuer is required to provide plans in addition to the valuation. Legal requirements will be clarified then procurement of either a valuation and/or valuation-plans service can be commenced.	01/05/2020

Council House Sales: Right To Buy	Rec No. 7
Summary of Weakness / Recommendation	Risk Rating
<p>The cost floor figure was not always calculated correctly, because adequate processes and training were not in place.</p> <p>We recommend that the standard form on which cost floor data is recorded is reviewed and updated to ensure that it is in line with Right To Buy legislation. Clear guidance and training should be sourced and provided to all officers involved in the cost floor and discount calculations.</p>	Moderate Risk
Management Response/Action Details	Action Date
Agreed- this will be written to be included within the overall process map, officers will be instructed as required.	01/02/2020
Status Update Comments	Revised Date
The cost floor process has been reviewed and implementation of the new process is planned from 1 st April 2020.	01/04/2020

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Housing Safety Inspections	Rec No. 11
Summary of Weakness / Recommendation	Risk Rating
<p>Where an asbestos survey report had recommended the removal of asbestos but this had not been performed, there was no programme of re-inspection to ensure asbestos was being actively monitored.</p> <p>We recommend that once the asbestos survey data is extracted from the secure portal and uploaded to Lifespan (see recommendation 9) that timescales for re-inspection should be defined in Lifespan. This will enable properties requiring regular re-inspection to be identified and programmed in for inspection. Further to this, we recommend that those officers responsible for managing asbestos inspections are provided with appropriate training on Lifespan.</p>	Moderate Risk
Management Response/Action Details	Action Date
<p>A surveyor is being trained as the responsible persons for the asbestos, additionally a number of surveyors are being trained regarding the duty to manage.</p> <p>Only 3 team members have had limited training on lifespan.</p> <p>We are currently in procurement for a new system If life span are successful part of their quotation includes full training.</p>	29/02/2020
Status Update Comments	Revised Date
To be actioned by the Repair and Improvement Team Leader. A surveyor is being trained as the responsible persons for asbestos, additionally a number of surveyors are being trained regarding the duty to manage. Annual inspection regime for communal areas will be in place from April 2020.	01/04/2020

Rent Accounting 2019-20	Rec No. 3
Summary of Weakness / Recommendation	Risk Rating
<p>The interface file between the Housing Benefits system (Academy) and the Housing system (Orchard) was being manually manipulated to ensure the data transferred was as accurate as practicably possible.</p> <p>Since there is now a standard interface available between Academy and Orchard, we consider this to be the best solution to ensure that data transferred to Orchard is accurate and complete. We recommend that management conducts a cost benefit analysis to determine whether the purchase of this interface would be appropriate. In the interim, we recommend that the Benefits, Subsidy & Compliance Manager provides Business Support with clear instruction on the manual amendments required on a weekly basis. These amendments should be made directly to Orchard, rather than to the Academy-Orchard interface file, and an appropriate audit trail should be retained.</p>	Moderate Risk
Management Response/Action Details	Action Date
<p>Enquiries have been made in regard to implementing a new interface between Orchard & Academy which should take approximately 1 month to implement. Project Team to be set up to manage the implementation. The Business Support Team Leader is now applying any amendments manually to Orchard as instructed by the Benefits Manager.</p>	31/12/2019
Status Update Comments	Revised Date
<p>This work will be completed in conjunction with the upgrade to Academy which is scheduled for later this calendar year.</p>	01/06/2020

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Being Implemented - Low Risk Recommendations Over 12 Months

The following low risk rated recommendations, that have not yet been implemented and have exceeded their original action date by more than 12 months, are also detailed for Committee's scrutiny.

Tenants Arrears 2017-18	
Summary of Weakness / Recommendation	Risk Rating
<p>The Income Management Policy had not been reviewed in line with criteria laid down in the policy itself.</p> <p>We recommend that the Income Management Policy be reviewed as soon as is practically possible to ensure that it reflects current legislation and best practice. Future reviews should be scheduled every 2 years in line with the policy or sooner in the event of significant legislative changes.</p>	Low Risk
Management Response/Action Details	Action Date
The policy and associated procedures will be reviewed in preparation for the implementation of Universal Credit in South Derbyshire.	30/09/2018
Status Update Comments	Revised Date
Once the review of all workflows is complete, it will be 'practically possible' to review the Policy and to also incorporate information on the impact of Universal Credits in our District. Best Practice processes being obtained from other providers.	30/05/2020

Tenants Arrears 2017-18	
Summary of Weakness / Recommendation	Risk Rating
<p>A number of procedure manuals were identified and there was confusion as to which procedures were current for the service.</p> <p>We recommend that management review the various procedures and processes available to determine which manuals reflect the current processes, legislation and best practice concerning the recovery of rent arrears. Outdated procedures should be archived and clearly marked as such or removed from the system to ensure there is no confusion over which procedures to use.</p>	Low Risk
Management Response/Action Details	Action Date
Current procedure and process documents will be clearly identified for team members. Obsolete documents will be removed from common folders. This action is included as part of a corporate review of Policies & Procedures.	01/06/2018
Status Update Comments	Revised Date
Once the review of all workflows is complete, it will be 'practically possible' to review the Policy and to also incorporate information on the impact of Universal Credits in our District. Obsolete documents will be removed from common folders.	01/04/2020

South Derbyshire District Council – Audit Progress Report

Tenants Arrears 2017-18	Rec No. 6
Summary of Weakness / Recommendation	Risk Rating
<p>There were a number of unnecessary codes in the Orchard Housing System for either the same or similar actions and some codes were not linked into the automated workflow processes.</p> <p>We recommend that the Housing Services Manager make arrangements, in conjunction with the Business Support Manager, for the tenancy arrears codes on the Orchard Housing System to be reviewed. This review should remove any unnecessary codes and ensure that the remaining codes are all linked into the automated workflow processes. This will streamline working practices and overall efficiency, while ensuring that follow-up actions are correctly identified by the system.</p>	Low Risk
Management Response/Action Details	Action Date
As part of work underway on the arrears project, a review of tenancy codes is being undertaken as it relates to our secure tenancies workflow. This work will be completed by the year end. The same process will then need to be undertaken for other tenancy.	31/12/2018
Status Update Comments	Revised Date
Although we have ceased using many of the existing codes, we will not be carrying out any deletions until we have finalised and tested all the workflows, letters and arising potential actions. In summary, this task will be completed towards the end of our arrears Project.	30/05/2020

Rent Accounting 2017-18	Rec No. 3
Summary of Weakness / Recommendation	Risk Rating
<p>Control totals from housing benefit files imported into the Orchard Housing system, on a weekly basis, were not being matched to those from the system, following import.</p> <p>We recommend that, as part of the weekly reconciliation, the Business Support Team Leader source the batch file totals from the Senior Benefit Officer, who produces the housing benefit files for import. The expected total value of postings, and the number of transactions being posted, can then be checked to the import report from the Orchard Housing system to confirm that the information has been successfully transferred.</p>	Low Risk
Management Response/Action Details	Action Date
Housing has requested the batch files totals from Housing Benefit. They have advised that they cannot provide us these totals at the moment without incurring significant expense in terms of an interface/reporting solution between the Orchard and Academy.	31/08/2018
Status Update Comments	Revised Date
The reconciliation of the Academy housing benefit import files to the Orchard Housing system, will now be picked up as part of the wider interface issues identified in the 2019-20 Rent Accounting audit. To be completed as part of the Academy Upgrade which will take place in October 2020	30/10/2020

South Derbyshire District Council – Audit Progress Report

Parks & Open Spaces	Rec No. 5
Summary of Weakness / Recommendation	Risk Rating
<p>Files and documentation confirming compliance with safety standards was not held centrally, but rather in separate project files in the Cultural Services Department.</p> <p>We recommend that the documentation held by the Council in respect of play equipment and playground surfacing which demonstrates compliance with the relevant safety standards, should be held centrally. Ideally, the relevant documents confirming compliance for each play area should be scanned and stored on separate electronic files, headed up for each play area. Access to the files should be allowed for both the Open Space and Facilities Development Manager and the Street Scene Manager. This would allow all officers involved in the process to access the information as necessary (i.e. for ordering parts) and would serve to ensure that the information was complete and easily accessible.</p>	Low Risk
Management Response/Action Details	Action Date
Central folder to be set up for all Play Equipment paperwork on S Drive. Scan in all relevant documents.	31/03/2018
Status Update Comments	Revised Date
<p>Our internal capacity to progress is temporarily limited but we are undertaking a district wide play audit of our own which will help to address the outstanding recommendations. We are currently engaged in a procurement exercise to secure external expertise to undertake the audit. To allow for the procurement, the audit and then remedial action suggest a revised date for implementing the outstanding recommendations of end September. Play audit nearing completion. To allow for digesting and acting upon recommendations suggest a revised date for implementing the outstanding recommendation of end March 2019.</p> <p>Open Space and Facility development team still suffering from significant capacity issues due to recruitment delays and long term sickness which means follow up on play audit has had to be delayed. Suggest further 4 month extension.</p> <p>We have been advised the Grounds team have no paper records as they were disposed of in the move to the new depot. The Cultural Services unit and Open Space and Facility Development team are keeping central records but are still suffering from significant capacity issues, there is no one at present to retro scan old documents. September 2020 is a reasonable estimate of when staffing resources may be available to undertake the scanning and filing.</p>	30/09/2020

South Derbyshire District Council – Audit Progress Report

Parks & Open Spaces		Rec No. 7
Summary of Weakness / Recommendation		Risk Rating
<p>Signs at play areas did not clearly identify the site operator, relying instead on a display of the Councils emblem, not necessarily identifiable with all users of the play areas. In addition, out of hours contact details differed on one sign compared to the other three we viewed.</p> <p>We recommend that the signs displayed at the children's play areas across the district clearly display, the name of the site operator, i.e. the district council or parish council as appropriate. This would allow users of the play areas to clearly identify the site operators in the event of accident or equipment failure. In addition, all the signs situated in the play areas should display the correct contact numbers, both in and out of office hours.</p>		Low Risk
Management Response/Action Details		Action Date
<p>Review of signage to be undertaken. New signage to be designed and approved.</p> <p>New signs to be installed on all Council operated play areas – NOTE: subject to budget/cost constraints</p>		31/03/2018
Status Update Comments		Revised Date
<p>Our internal capacity to progress is temporarily limited but we are undertaking a district wide play audit of our own which will help to address the outstanding recommendations. We are currently engaged in a procurement exercise to secure external expertise to undertake the audit. To allow for the procurement, the audit and then remedial action suggest a revised date for implementing the outstanding recommendations of end September 2018.</p> <p>Play audit nearing completion. To allow for digesting and acting upon recommendations suggest a revised date for implementing the outstanding recommendation of end March 2019.</p> <p>Open Space and Facility development team still suffering from significant capacity issues due to recruitment delays and long term sickness which means follow up on play audit has had to be delayed. Suggest further 4 month extension.</p> <p>The play audit has been completed and a follow up report went to Overview and Scrutiny Committee on October 16th. The report contained an action to update, improve and standardise signage at play areas. September 2020 is the targeted date for initiating the improvement programme but is dependent on the outcome of the budget setting and restructure report.</p>		30/09/2020