WAVERLEY BOROUGH COUNCIL

AUDIT COMMITTEE – 23 JUNE 2015

Title:

PROGRESS ON THE IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS

[Wards Affected: All]

Summary and purpose:

To inform the Audit Committee of Senior Management's progress in implementing the recommendations raised by Internal Audit following a review in their service areas. This report will enable the Committee to consider what action is required in respect of those that are overdue or appear likely to be implemented later than the target date.

How this report relates to the Council's Corporate Priorities:

Internal Audit work contributes to the safeguarding of assets against loss and waste and for identifying other value or money issues.

Financial Implications:

Internal audit work helps management in achieving good value for money and, individual recommendations may have value for money implications.

Legal Implications:

There are no direct legal implications, although good governance is strengthened by attention to the matters raised in audit recommendations.

Introduction

1. This report provides the Audit Committee with the latest position regarding the implementation of Internal Audit recommendations.

2. Annexe 1 provides the current position on recommendations due for completion by 31st July 2015.

3. Annexe 2 details the request for change of implementation target date.

Conclusion

4.   Recommendations relate to the control environment and hence the overall governance and risk management of the Council, and it is important that agreed actions are completed within timeframes agreed with the relevant Head of Service.

Recommendation

It is recommended that the Committee:

1.   considers the information contained in Annexe 1 and identifies any action it wishes to be taken;
2.   approve the proposed changes in implementation dates in Annexe 2

Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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Audit Recommendations overdue or due within next month

Waverley BOROUGH COUNCIL

Generated on: 23 June 2015

Action Status	
🟧	Cancelled
🔴	Overdue; Neglected
🔺	Unassigned; Check Progress
▶	Not Started; In Progress; Assigned
✅	Completed

Head of Service Mills, Kelvin

Action Code & Description	IA15/21.002 Policy update	The Safeguarding Children and Safeguarding Adults Policies should be updated to formally state who is the Safeguarding Champion at the Council and their roles and responsibilities. In addition the roles and responsibilities of the individuals that make up the Safeguarding Support Group should be included in the Policies.	Exit Meeting Date	26-Mar-2015
			Due Date	31-May-2015 Extension requested in Annexe 2 below
Audit Report Code and Description	IA15/21 Safeguarding			
Agreed Action	Kelvin Mills co-ordinates Safeguarding with overall responsibility sits with Paul Wenham the Executive Director			
Status ▶	In Progress	**Progress** 95%	**Head of Service**	Kelvin Mills
All Notes	The policy has been reviewed by CMT, these adjustments will be made and shared with the nominated Portfolio Holder for approval, it is not felt that these adjustments require Council Approval.			12-May-2015

Action Code & Description	IA15/21.003 Roles and Responsibilities	The roles and responsibilities of the Executive Director and the Head of Community Services with regards to Safeguarding should be stated within their job description.	Exit Meeting Date	26-Mar-2015
			Due Date	31-May-2015 Extension requested in Annexe 2 below
Audit Report Code and Description	IA15/21 Safeguarding			
Agreed Action				
Status ▶	In Progress	**Progress** 95%	**Head of Service**	Kelvin Mills
All Notes	This has been agreed by CMT appropriate wording will now be inserted within the job descriptions.			12-May-2015

Head of Service Taylor, Robin

Action Code & Description	IA15/10.001 Members Allowances Scheme	The next revision of the Members allowances scheme should be considered in conjunction with the Local Authorities (Members' Allowances) (England) Regulations 2003, as there are areas that should be included in the WBC scheme for example Section 8(2) relating to when a member could be suspended.	Exit Meeting Date	12-Mar-2015
			Due Date	31-Mar-2015 Extension requested in Annexe 2 below.
Audit Report Code and Description		IA15/10 Member Expenses		
Agreed Action		Agreed		
Status	⬤ Overdue	Progress	75%	Head of Service	Robin Taylor
All Notes	The Members' Allowances Scheme is now updated annually to increase allowances by the same level as any annual pay award made to staff. For this reason, the contents of the scheme itself have not been reviewed in 2014/15. In view of this audit recommendation, it is proposed to bring forward a review of the scheme to early in the new electoral term and proposed changes will therefore be considered by the Executive in June and agreed by full Council in July.		12-Mar-2015

Head of Service Vickers, Peter

Action Code & Description	IA15/17.001 Unallocated cash procedures	A procedural document should be produced outlining the steps to be taken, and the persons responsible for the clearing of unallocated cash items. In addition to this the draft procedures should be finalised, approved and disseminated to all member of staff involved in the process as soon as possible.	Exit Meeting Date	12-Mar-2015
			Due Date	29-May-2015
Audit Report Code and Description		IA15/17 Cash Income System		
Agreed Action		These will be developed as the system evolves.		
Status	⬤ In Progress	Progress	0%	Head of Service	Peter Vickers
All Notes	Procedural notes are in progress.		21-May-2015

Head of Service Wagstaff, Hugh

Action Code & Description	IA14/07.005 Asset Management Strategy	The Asset Management Strategy needs to be revised as the current strategy covers 2008-2012 informed by the results of a new stock condition survey.	Exit Meeting Date	01-Apr-2014
			Due Date	15-June-2015
Audit Report Code and Description		IA14/07 Housing Decent Homes		
Agreed Action		Agreed		
Status	⬤ In Progress	Progress	95%	Head of Service	Hugh Wagstaff
All Notes	Strategy complete - to go through the democratic process - to seek approval at the 7 July 2015 Executive Meeting		20-May-2015
	Draft AMS presented to CMT on the 13 May - awaiting final sign off		15-May-2015
	Scoping document agreed by O&S Housing Improvement Sub Committee in January. Implementation plan in place		11-Feb-2015

Action Code & Description	IA14/11.009 Asset Management Strategy	The Asset Management Strategy needs to be revised as the current strategy covers 2008-2012 informed by the results of a new stock condition survey.	Exit Meeting Date	11-Feb-2015
			Due Date	31-Jul-2015
Audit Report Code and Description		IA14/11 Structural Works		
Agreed Action		Agreed		
Status	▶ In Progress		Progress	95%	Head of Service	Hugh Wagstaff
All Notes	Draft report signed off by the Corporate Management Team - due to be presented to The Executive on 7 July 2015			26-May-2015

Action Code & Description	IA15/03.001 Interface between Orchard and Keystone	Ideally a process of automated integration and interface between Orchard and Keystone would provide better data management that would ensure renewal and replacement of property elements within Orchard are captured more systematically by the Keystone Stock Condition Database. Alternatively a single data platform for the management of housing repairs and stock condition may provide a more effective and efficient solution to the handling of such data although the costs and risks for such a proposal would need to be fully explored.	Exit Meeting Date	29-Aug-2014
			Due Date	01-Apr-2015 – Extension requested in Annexe 2 below.
Audit Report Code and Description		IA15/03 Housing Keystone Asset Management Database		
Agreed Action		Project Leaders and the Clerk of works will be responsible for updating Keystone when works are completed. To automate the interface between Orchard and Keystone will be to be implemented. A feasibility study will be undertaken a budget will be sought if the project is thought to be viable.		
Status	⬣ Overdue		Progress	60%	Head of Service	Hugh Wagstaff
All Notes	This project has been delayed due to IT resource availability. The development work is now due to be completed before end-May 2015 and the testing and implementation completed during July 2015.			20-May-2015
	Process to implement an interface between the Orchard database and Keystone to be implemented as part of the Planned works project. The data extracts have been provided from each system to allow the match between a completed job and a Keystone update – i.e. a Kitchen replacement job will update the keystone data relating to the age of the kitchen. The surveyor responsible for each process area has been responsible for defining the match between Orchard and Keystone in each case. This element of the project is in progress and to be implemented by end April 2015 (allowing for team holidays for testing).			23-Mar-2015

Action Code & Description	IA15/23.002 Recharge training	Some further guidance for tenancy and estate officers may be of use to determine when recharges may be appropriate	Exit Meeting Date	01-Apr-2015
			Due Date	30-Jun-2015
Audit Report Code and Description		IA15/23 Housing Voids		
Agreed Action		Identifying where recharges in a Void apply is included in the existing End of Tenancy Visit procedure and training. The rules for what should be recharged, how they should be noted and signed for by the tenant at the EOT visit is included in this training To apply the recharge the current recharge process is used. This was not reviewed as was out of scope of Project 20 (Voids Project) **A meeting will be held with the Tenancy and Estates Manager to confirm what her and her team's responsibilities are for identifying rechargeable items**. **The guidance note will be reviewed after the meetings if required.**		
Status	▶ In Progress		Progress	0%	Head of Service	Hugh Wagstaff
All Notes	Item to be discussed at next team meeting to be held on 23/6.			22-Jun-2015

Action Code & Description	IA15/23.003 End of Tenancy forms	All end of Tenancy visit forms must be scanned and archived on Civica	Exit Meeting Date	01-Apr-2015
			Due Date	31-Jul-2015
Audit Report Code and Description		IA15/23 Housing Voids		
Agreed Action		This process element was covered by Project 20 and the team trained to complete this. An event is added by the user "Forms scanned to Civica" when this is completed so a check could be completed of when this is done and where this step has been missed. **The Tenancy and Estates will receive a reminder to adhere to this part of the process. The Tenancy and Estates Manager will be instructed to monitor the scanning of the visit forms on to Civica.**		
Status	▶	In Progress	Progress	0%	Head of Service	Hugh Wagstaff
All Notes	Item to be discussed at next team meeting to be held on 23/6.			22-Jun-2015

Action Code & Description	IA15/23.006 Post inspection outcomes	Void post inspection outcomes (pass / fail) should be aggregated and reported as a KPI to the Property Services Manager to provide assurances regarding the quality of works undertaken.	Exit Meeting Date	01-Apr-2015
			Due Date	30-Jun-2015
Audit Report Code and Description		IA15/23 Housing Voids		
Agreed Action		Post inspections for Voids were included in the training for Project 20 and passes and fails are recorded and reported
The training includes the results being recorded on Orchard (as part of the Void, not on the individual job as they are inspecting the Void as a whole) The records of these will be available for reporting when the KPI is defined. A new report would need to be defined and requested from IT.		
Status	▶	In Progress	Progress	0%	Head of Service	Hugh Wagstaff
All Notes	Chased up Report			22-Jun-2015

Action Code & Description	IA15/23.008 Major Works KPI	A Major Works KPI must be introduced to measure the achievement of overall end targets date set (inclusive of all jobs with all contractors)	Exit Meeting Date	01-Apr-2015
			Due Date	31-Jul-2015
Audit Report Code and Description		IA15/23 Housing Voids		
Agreed Action		KPI to be defined.		
Status	▶	In Progress	Progress	0%	Head of Service	Hugh Wagstaff
All Notes	Task allocated			28-May-2015

**Internal Audit Recommendations
presented to the Audit Committee
For status change of Due Date on Covalent**

Report ref/ recommenda tion ref	Title	Recommendation	Justification/Reason for change in implementation date	Responsible officer
IA15/10.001	Members Allowances Scheme	The next revision of the Members allowances scheme should be considered in conjunction with the Local Authorities (Members' Allowances) (England) Regulations 2003, as there are areas that should be included in the WBC scheme for example Section 8(2) relating to when a member could be suspended.	The Members' Allowances Scheme is now updated annually to increase allowances by the same level as any annual pay award made to staff. For this reason, the contents of the scheme itself have not been reviewed in 2014/15. In view of this audit recommendation, it is proposed to bring forward a review of the scheme to early in the new electoral term and proposed changes will therefore be considered by the Executive in June and agreed by full Council in July. **Proposed Implementation date 01/08/2015**	Robin Taylor Head of Democratic Services
IA15/03.001	Housing Keystone Asset Management Database	Ideally a process of automated integration and interface between Orchard and Keystone would provide better data management that would ensure renewal and replacement of property elements within Orchard are captured more systematically by the Keystone Stock Condition Database. Alternatively a single data platform for the	This project has been delayed due to IT resource availability. The development work is now due to be completed before end-May 2015 and the testing and implementation completed during July 2015. **Proposed Implementation date**	Hugh Wagstaff Head of Housing

Report ref/ recommendation ref	Title	Recommendation	Justification/Reason for change in implementation date	Responsible officer
		management of housing repairs and stock condition may provide a more effective and efficient solution to the handling of such data although the costs and risks for such a proposal would need to be fully explored.	**01/08/2015**	
IA15/21.002	Safeguarding	The Safeguarding Children and Safeguarding Adults Policies should be updated to formally state who is the Safeguarding Champion at the Council and their roles and responsibilities. In addition the roles and responsibilities of the individuals that make up the Safeguarding Support Group should be included in the Policies.	This is required to be completed during the appraisal process, therefore a request to extend the target date to align with this timetable. **Proposed Implementation date 01/08/2015**	Kelvin Mills
IA15/21.003	Safeguarding	The roles and responsibilities of the Executive Director and the Head of Community Services with regards to Safeguarding should be stated within their job description.	This is required to be completed during the appraisal process, therefore a request to extend the target date to align with this timetable. **Proposed Implementation date 01/08/2015**	Kelvin Mills