

### Internal Audit Report – Implementation Schedule

Report Title:	Update of Servicing Audit March 2018 - Audit Committee November 2018
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	<u>Recommendations</u>	<u>Status at November 2018</u>	<u>Actions to date at November 2018</u>
R1	<p>It is essential that a full review of the recharges is undertaken to:</p> <ul style="list-style-type: none"> <li>• Ensure all warrants have had a recharge and are accurate</li> <li>• To confirm that the process is operating effectively</li> </ul>	Completed	<p>There are now four levels of re-charge for this work stream and each level depends on the progress made by OSD in gaining access to make the gas safe or carry out the service. Recharges have been organized for all relevant properties. See Appendix 1</p>
R2	<p>It would prudent to review the council policies to ensure that they are up to date and that they include details of the Smoke and Carbon Monoxide Alarm Regulations 2015</p>	Completed	<p>The Gas Servicing Procedure has been updated to include the recommendations to comply with the recommendations of the Smoke and Carbon Monoxide Alarm Regulations 2015. See Appendix 2</p>
R3	<p>It would be prudent to create a solid fuel service and electrical inspection service option on the keystone asset management system to enable it to be used for these services (similar to gas). These options should be reconciled annually (including gas, see para. 18)</p>	Completed	<p>Once the inspection has been completed the information is now entered on to Keystone the Council's Asset management System.</p>

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R4	It should be ensured that smoke detector testing is recorded for all properties (including properties with storage heaters) and included on the solid fuel service sheet to ensure compliance with the smoke and carbon monoxide alarm regulations 2015.	Completed	Smoke detectors have been recorded on the repairs sheet for this year and the information has been forward to the Asset management team to update Keystone. The template is being updated for next year so that all information is recorded together. See appendix 3.
R5	An instruction should be distributed to ensure that the smoke detector checks are adequately documented on the gas/electrical service sheet on all inspections to ensure compliance with the smoke and carbon monoxide alarm regulations 2015.	Completed	Checks are recorded for all services and on the appropriate certificates. <ul style="list-style-type: none"> <li>• Gas Service – On the CP 12</li> <li>• EICR (Electric Test) on the certificate – hand written</li> <li>• Solid Fuel- See R4.</li> <li>• Voids – Recorded by the Electrician on the Test Sheet as a EICR.</li> </ul> See Appendix 3 Certificates
R6	Consideration should given to including CO detector testing on the solid fuel service sheet and gas service sheets to ensure compliance with the smoke and carbon monoxide alarm regulations 2015.	Completed	See R4 for Solid Fuel Servicing. This is currently being entered manually by Engineers. New certificates templates will include a 'check box' to record this test. See Appendix 4
R7	It is essential that details of CO detectors and Smoke alarms are adequately recorded within the keystone system and that the	Completed	Certificates are forward to the Asset Management team to update Keystone and record the relevant checks.

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	detectors in the correct location and are tested to comply with the Smoke and carbon monoxide alarm regulations 2015.		
R8	It should be ensured that all 2017/18 electrical inspections, solid fuel inspections and chimney sweeps are completed and that the future planned inspections are kept up to date.	Completed.	Programmes are in place to carry out inspections to the required frequency. This is delivered by OSD and monitored by the Asset Management Service.
R9	Consideration should given to reintroducing customer satisfaction surveys to ensure quality of service	Completed	In 2015 when Coins (OSD Contractors ICT system) was introduced it was agreed that the 'paper based' Customer Satisfaction forms would be removed and replaced by an electronic form on the Mobile Device. This is still in place. We will remind staff to ask customers if they would like to complete a survey.
R10	It would be prudent to produce annual performance figures with regard to each type of service being completed and that these are adequately reported to CBC with relevant evidence.	Completed	Reports are run daily and or as required Keystone updated when services are complete. At year end reports will be produced now that the information is recorded in Keystone.
R11	It should be ensured that all	Completed	When the Audit took place the training had already been

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required solid fuel training is completed, that the HETAS certification is achieved and that adequate training records are created and kept up to date for gas, electrical and solid fuel		arranged. In June 2018 one OSD Technical Officer and four Gas Engineers were fully trained to HETAS standard.

### **Further Notes and Updates**

It was requested that properties with a change of tenant in the last 18 months be respected if the safety inspection for carbon monoxide and smoke alarms has not been fully documented.

### **Action Taken:**

Following discussions with Asset Management it was evident that all but 18 properties of the Housing Stock had had a carbon monoxide and smoke alarm check completed within the last 12 months of a Change of tenancy taking place. OSD were therefore tasked to gain access into the outstanding 18 properties. This has now been completed and the dates the checks were carried out have been forward to the Asset management team to update the records on Keystone