

Summary of Internal Audit Recommendations made and implemented 2020/21 – 2023/24 (as at August 2023)

Recommendations Made	2020/21	2021/22	2022/23	2023/24
Number of High Priority	1	8	2	8
Number of Medium Priority	28	31	29	16
Number of Low priority	33	49	41	20
Total	62	88	72	44
Recommendations Implemented	62	82	40	0
High Recommendations Outstanding	0	2	2	0
Medium Recommendations Outstanding	0	1	8	0
Low Recommendations Outstanding	0	3	5	0
Not overdue yet	0	0	17	44
Overdue Recommendations	0	6	15	0
Percentage due implemented or carried fwd to next audit	100%	93%	73%	100%

2021/22

Report Ref	Audit	Conclusion	Recommendations accepted			Total	Not Overdue	Overdue	Implemented
			High	Medium	Low				
006	Property Safety Inspections	Reasonable		3	4	7		1L	6
011	Queens Park Sports Centre	Limited	5	3	11	19		2L	17
018	Non Housing Property Repairs	Limited	2	2		4		3 (2H 1M)	1
			7	8	15	30		6	24

2022/23

Report Ref	Audit	Conclusion	Recommendations accepted			Total	Not Overdue	Overdue	Implemented
			High	Medium	Low				
004	Housing Rents	Limited	2	1	2	5		4 (2H 1M 1L)	1
005	Car Parks	Reasonable		3	7	10		1M	9
009	Refuse Collection	Reasonable		3	1	4		2(1M 1L)	2
010	Procurement	Limited		6	5	11	2L	7 (4M 3L)	2
012	Cyber Risk and Network Security	Limited		4	1	5	1M	1M	3
013	Car Allowances & Expenses	Reasonable		2	2	4	1L		3
014	Accounts Payable	Reasonable		3	2	5	1M		4
016	Risk Management	Reasonable		2	4	6	4(2M 2L)		2
017	Housing Benefits	Substantial			2	2	2L		

018	Venues	Reasonable			6	6	6		
Total			2	24	32	58	17	15	26

2023/24

Report Ref	Audit	Conclusion	Recommendations accepted			Total	Not Overdue	Overdue	Implemented
			High	Medium	Low				
001	Payroll	Limited	8	9	7	24	24		
002	Crematorium Income	Reasonable		1	5	6	6		
003	Sickness Absence Management	Reasonable		3	5	8	8		
004	NNDR	Reasonable		3	3	6	6		
Total			8	16	20	44	44		

Outstanding Recommendations as at August 2023

Audit and date audit completed	Recommendation Outstanding	Priority and Original Target Date	Managers Comment – August 2023
Property Safety Inspections (September 21)	It should be ensured that further work is completed to ensure the electrical testing programme is integrated with the housing system for better monitoring and regular reporting.	Low Ongoing	The new asset management system implementation has been delayed. Monthly Strategic meetings are now taking place with CLT and Tier 4 managers to monitor compliance around the big 6. Weekly reports are still produced by the team in Asset Management.
Queens Park Sports Centre – January 2022	Consideration should be given to reviewing the contract with 'Get Soaked, due to the contract having expired and the subsequent reduction in discount. (Dropped from 15% to 10%)	Low 31 st December 2022	We are out of contract and are currently on a rolling agreement. The discount should have been removed at the end of the agreement, but they have continued with the 10%. A Meeting has been held on 22/03/23 with the company to discuss options going forward as the purchase price and deal we get from them is still beneficial and competitive. The spend over an annual period from 1 st January 22 with this contractor is £22,700.000. Due to this value, it is recommended that the Council carry out an open procurement process and put a formal contract in place for up to 4 years. This work will progress and be completed by September 2023, which is later than was originally anticipated but this is as a result of the move to the new leisure management

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			<p>system for Leisure which has, given its critical importance as the main income management system for our leisure centres taken priority. The service is currently working with procurement to complete this process.</p>
<p>Queens Park Sports Centre – January 2022</p>	<p>It would be prudent to review all vending machines contracts to ensure current and determine terms in respect of income.</p>	<p>Low 31st December 2022</p>	<p>Vending machine contract is being looked at corporately on behalf of the whole of CBC as a wider vending provision project within all CBC facilities and as a result QPSC will form part of the wider procured solution for CBC.</p> <p>The service has met with procurement and the current supplier to consider our specific requirements and help to inform the wider procurement approach. In the interim the current supplier has confirmed that they are happy to honour existing contract terms and conditions whilst this wider review is undertaken. Anticipated completion date for the CBC tender award December 2023.</p>

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Non- Housing Property Repairs – April 2022	It is essential that the review of the Councils maintenance plans for non-operational buildings be completed as soon as practical.	High September 2022	Condition surveys for the Customer Service Centre and the Visitor Information Centre have been procured. The reports commissioned will also include reports on the route to zero for carbon reduction and CBC climate commitments. Once the first two are complete a program is planned for all assets to be done in three phases spread over 18 months. The information will then lead to a planned repairs program and how climate commitments can be met.
Non- Housing Property Repairs – April 2022	Consideration must be given to the financial implications of the results of the condition surveys.	High December 2022	This will flow directly from R1. The plan is to pay for works from capital receipts.
Non- Housing Property Repairs – April 2022	Contribution levels should be reviewed to ensure they are set at a realistic level based on the outcomes of R1.	Medium February 2023	As above
Car Parks – September 2022	The ticketing contract expires in September 22, it is essential to liaise with procurement to ensure adequate time is given to procure a new contract.	Medium October 2022	Tender documentation written, procurement colleagues have advised on a full procurement rather than 3 quotes as such slight delay from July 23 to end August /mid-September 23 for completion. Currently in process.

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Housing Rents – August 2022	<p>It is essential that arrears cases are reviewed on a regular minimum 3 monthly basis in order to ensure:</p> <ul style="list-style-type: none"> • Contact with tenant to ensure all recovery routes, financial guidance/assistance is provided prior to escalation of arrears and potential eviction <p>Where tenant is on UC direct and managed payments applied for as soon as practical to prevent increasing arrears</p>	<p>High</p> <p>31st January 2023</p>	<p>There are delays in implementing some of the changes, such as the arrangements manager, due to requiring a time allocation from IT and IT having other priority commitments. However the following actions have been taken: -</p> <ul style="list-style-type: none"> • Universal Credit customer tenancies are now marked so that if they fall into arrears, a managed payment request can be made as a priority. • Introductory tenancy cases are now marked so that if they fall into arrears, they are dealt with as a priority. • Working practices have been adjusted so that we are working more closely and effectively with tenancy support officers in Housing to find customers in difficulty with their rent and other financial problems at an early stage and can work with them to provide support. • Tenancy support officers have also agreed to follow a list provided by Lindsey when they have their first meeting with a new tenant following the tenancy sign up. This promotes applying for any benefits and signing up for payment by direct debit. It also means that we are made aware of any

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			<p>relevant vulnerability of the tenant at the earliest stage.</p> <ul style="list-style-type: none"> • A meeting with ICT is to take place to put together a project and allocate key ICT resource to improve the escalation processes in NEC. This will ensure that only cases that need an arrears review are being identified by the system for recovery work. • In the meantime, the revenues staff are reviewing cases manually, that are in the NEC rent arrears tray. • The reshape has now taken place, and staff who previously worked on Council Tax are now being trained in Rents work. This means we can direct resources where there is most need. • The recruitment into vacancies within the team is about to begin.
Housing Rents – August 2022	Arrangements should be reviewed on a regular minimum monthly basis to ensure that the arrangement is being adhered to or where failed recovery escalation is progressed as soon as possible, to prevent increasing levels of arrears	Low November 2022	We have purchased an arrangements manager software package that will speed this process up. The implementation of this will be discussed at the same ICT project meeting mentioned above. In the meantime, arrangements are being monitored on a manual basis. Every payment arrangement that is made is noted on a spreadsheet and they are all checked regularly. The software

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			will help in that it will highlight accounts on an arrangement that are not up to date, so only those cases need to be checked and action taken.
Housing Rents – August 2022	It is essential that the continued upward trend in arrears is addressed, particularly proactive recovery at an early stage of arrears for each case, which will necessitate a review of resources	High January 2023	See above response
Housing Rents – August 2022	It is essential that write offs (where appropriate) are undertaken on a regular basis, which would assist in targeting/prioritising cases where there is potential for recovery	Medium 30 th November 2022	The last write offs were carried out in March 2023 after approval from Theresa. The April and May cases are not yet approved so other batches have not been sent on. We are seeking information from Theresa about what we can do to make the authorising of writes offs faster.
Refuse Collection – Domestic November 2022	Consideration should be given to reconciling bin replacements on Salesforce to bin stock distributed to Veolia. This would enable stock to be replenished prior to Veolia running out of bins and enable monitoring of the number of bins given out to customer against bins given to	Low Not specified	Given the technical nature of this work, the service has had discussions with IT colleagues regarding options and opportunities relating to this. Currently the service is awaiting a project / programme resource to be allocated from IT to support the service in developing required system changes. It is however important to note the following;

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	Veolia.		<p><u>Management Information</u> Veolia have and continue to develop a comprehensive suite of reports capable of reporting against many if not all of the Waste Management team operational requirements. These are available online in a secure portal.</p> <p><u>Container asset management & reconciliation</u> Specifically, there is a predefined report designed to track and analyse container asset management/replacement. The report tracks containers and has predefined filters to drill into to the volumes and reason for issue. If the current report does not show the exact information required, Veolia are open to developing additional reports that would allow CBC to replenish stock prior to Veolia running out as part of the current contract. 16/8/23. The migration of information from M3 to SF continues to be a work in progress.</p>
Refuse Collection – Domestic November 2022	At the time of this audit most reporting information is being provided by Veolia it would be prudent for the waste management team to be able to run and verify through our own systems the accuracy of the	Medium Not specified	Given the technical nature of this work, the service has had discussions with IT colleagues regarding options and opportunities relating to this. Currently the service is awaiting a project / programme resource to be allocated from IT to support the service in making any subsequent

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	information being received from Veolia.		system changes. However, the following assurance should be noted; Waste Management information including property database, asset information, route information, operational activity is stored offsite in Veolia’s Echo platform and as such is live and accessible to CBC. 16/8/23. The migration of information from M3 to SF continues to be a work in progress.
Procurement – December 2022	The Procurement Service must continue to develop and consult with other services to ensure that the Council is fully compliant with Procurement/Financial Regulations (including completeness of the Proactis system contract register) and to assist the Procurement Service in ensuring sufficient resource available to meet planned requirements	Medium 31 st March 23	Regulatory procurement meetings implemented across many service areas including ICT, Housing, Regen. Econ Dev, Housing and Housing and FM. Procurement opportunities being identified through spend data. Procurement are meeting with teams and contract owners to establish current positions and identify opportunities for improvement. Full procurement update to be provided to the Standards and Audit Committee on the 13th September 2023
Procurement – December 2022	The Corporate Leadership Team must be engaged in assisting to ensure Service Managers fully cooperate and	Medium 31 st March 23	Compliance and VFM reporting in the remit of the procurement improvement plan. Procurement dashboards have been enhanced, these now include compliance

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	engage with the Procurement Service to confirm that the Council is fully compliant with Procurement regulations and is achieving value for money.		KPI's. Further work is ongoing to establish KPI's for contract management. Improvement programme is now in place, the dashboard and KPI's will be shared with CLT as part of a State of the Nation report in December 2023.
Procurement – December 2022	Ongoing liaison with Finance Service to achieve introduction of procurement approvals to the Councils Main Accounting System when upgraded.	Medium Not specified	Unit 4 is currently in review and additional functionality configured and rolled out improved data capture and introduce improved purchase to pay processes. An understanding of the full functionality of the system has been sort but any changes will be dependent on the upgrade of the general ledger system.
Procurement – December 2022	It would be prudent to review waiver exemption justifications to incorporate a risk analysis, exemption reasons appraisal and improve clarity	Low 31 st March 2023	Procurement engagement is captured within the Waiver approval process. Risk identification and mitigation is part of the procurement improvement plan. Procurement are working with Legal Services to improve the waiver process, the number of waivers has reduced.
Procurement – December 2022	It is essential that where selection from a framework is used and direct award made:- <ul style="list-style-type: none"> • 'justification' as to use of specific framework and selection of supplier must be recorded To ensure best value, further competition in compliance with	Medium 31 st March 2023	Contract Award Report is currently being trialled for all contract awards including framework call offs which includes a benefits analysis on route to market options. This will be implemented for contract awards above £50,000. From September 2023 there will be a sign off

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	the framework terms must be undertaken		<p>process in place for contracts over £50k. This will provide a clear audit trail.</p> <p>A light touch approach is being considered for contracts below £50,000. This process is being finalised and rolled out.</p> <p>A sourcing options appraisal is also being considered as part of the procurement improvement plan.</p>
Procurement – December 2022	It would be prudent if a method of identifying ‘savings’ because of procurement involvement could be established to indicate VFM	Low 30 th April 2023	<p>This is currently in review.</p> <p>A savings and benefits analysis would be used as a justification for award and documented in a contract award report.</p> <p>A draft savings and benefits methodology has been developed and is being aligned to the budget process. The intention is to create a savings and benefits register that will be shared with CLT.</p>
Procurement – December 2022	Formal KPI’s should be adopted to monitor the performance of the service and associated non-compliance of Services	Low 30 th April 2023	<p>A contract management strategy is required for the council. The Council is looking to adopt government best practice. The procurement team are upskilling to enable training to be rolled out across the organisation.</p> <p>We have an advanced contract</p>

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			management module that is ready to be rolled out that will enable the recording and monitoring of KPI's. Training will be required. This is part of the procurement improvement plan
Cyber Risk and Network Security – February 2023	It is essential that the VMware, ICT Disaster Recovery plan is reviewed and formalised and kept under review.	Medium 31 st March 2023	The Project to implement a new disaster recovery solution is still in train. The documentation will be updated and formalised as part of the project deliverables.