

High Priority Recommendations

Audit	Weakness Found	Risk Exposure	Priority	Recommended Action	Management Response	Officer Responsible	Agreed Date of Action	Follow up Comment
Grounds Maintenance	Spraying equipment and materials have not been procured in line with Contract Standing Orders	Contract Standing Orders are breached	High	It is recommended that the spraying equipment and materials either undergo a formal tender process or obtain a waiver to ensure that the service are adhering to Contract Standing Orders	We will await the results from the HCC Highways Term Maintenance Contract as this will impact on the amount of spraying equipment required. We will then assess the situation and look to comply with Contract Standing Orders	Service Manager – Open Spaces	January 2017	Completed
Land Charges	The Service Manager (Planning & Building Control) has been advised, by legal, that he needs to now start the process for setting new charges to come into effect, from 1 st April 2017, as part of fees and charges.	Non-compliance with Statutory legislation	High	1.1 That both the Local Authorities (England) (Charges for Property Searches) Regulations 2008 regulations and the DCLG Local Authority Property Search Services – Costing and Charging Guidance are reviewed and that fees and charges are set and reported accordingly.	Agreed, this will be done following advice from legal.	Service Manager – Planning & Building Control	31.03.17	Completed
Estates and Valuations	Work on the IPF Action points has revealed a backlog of reviews and renewal work.	Financial loss to the Authority. Reputation al damage.	High	That the backlog of outstanding Action points is addressed urgently, by looking at highest value agreements at the first point.	A list in value order has been produced and addressing this is the main task for the new Band 5 post holder. Cases have all been allocated to the Trainee Valuation Officer who will work on them with support from the E&V Team. High value cases are getting priority. There are now 67 cases on the list and not 127 as referred to above.	Estates & Valuation Manager	Work in progress to be completed by 31.3.18	Audit understands that this is time consuming work. About 20 cases out of the list have been identified as high priority and will be dealt with first.

Council Tax	IA are unable to place assurance that there are sound process documents and procedure notes for all Council tax process (which are kept up to date and accessible to all staff) Within the 2015-16 audit report management comments confirmed that office procedures for three key areas; refunds, checking the summons prelist and the backdating of discounts would be completed, to date this remains outstanding.	Inconsistency across accounts. Significant delays in continuing Service (in Business Continuity terms).	High	1.1 It is recommended that procedure notes and relevant policies are created and updated where necessary.	Agreed, the 3 outstanding policies will be completed	Revenues Manager	31 st May 2017	Not due
Building Works	Manual gas inspections have not been completed when planned	Breach of legislation / risk of injury or loss of life.	High	To ensure that all manual pending 3 rd appointments are progressed and completed as soon as possible.	About one third have been completed, the rest have scheduled appointments but the service are also cold calling hoping to get them completed sooner. Will be looking at the whole process in consultation with housing.	Service Manager (Building Works) / Operatives	ASAP	12 th May 2017 Total List 156 Properties 7 Properties which were identified as being (Gas isolated) for various reasons are at Case Review 129 have now been completed; 12 are at escalation stage and we

								are working with estate management and legal (where necessary) to gain access; 8 have appointments scheduled in the next two weeks
ICT	Server environment outdated and unsupported	Major impact to ATC, LTH or both sites in event of failure	High	ICT Services is required to issue a detailed project plan to Internal Audit outlining actions, planned procurements and timeframes. Issue to be added to ICT Risk Register.	Agreed	ICT Service Manager	June 2017	Part completed- Project plan completed and work undertaken to reduce risk