



central midlands audit partnership

# South Derbyshire District Council – Audit Progress Report

Audit Sub-Committee: 20<sup>th</sup> March 2019



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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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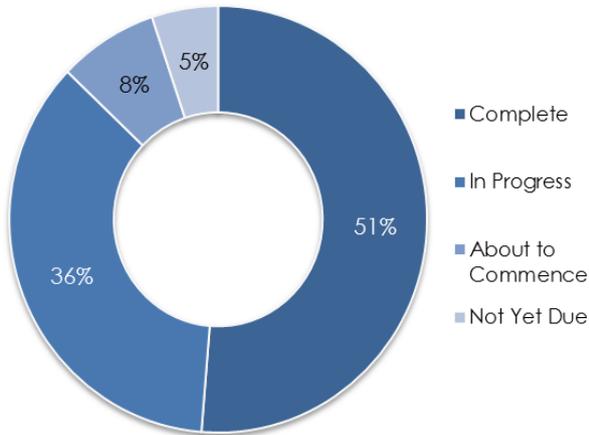
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*Providing Excellent Audit Services in the Public Sector*

# South Derbyshire District Council – Audit Progress Report

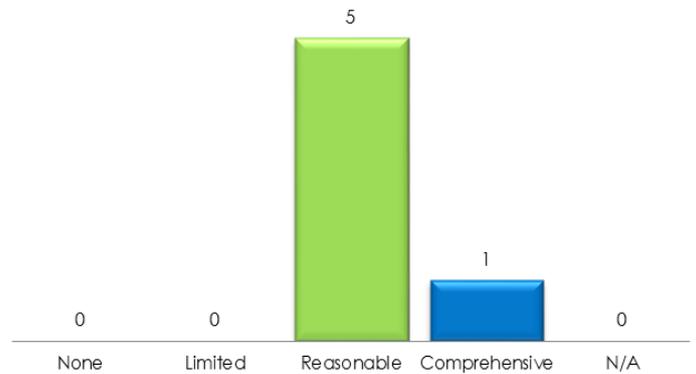
## AUDIT DASHBOARD

### Plan Progress



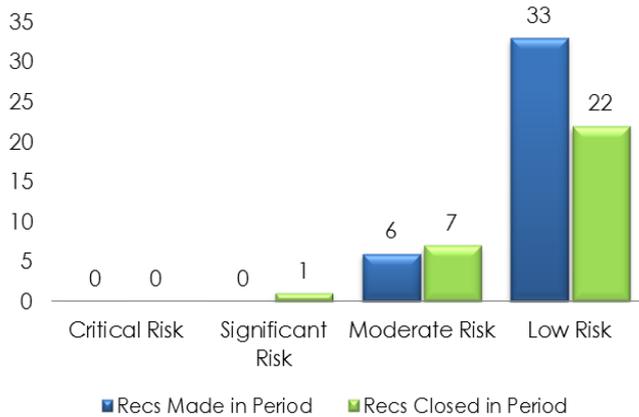
### Jobs Completed in Period

#### Control Assurance Ratings During Period



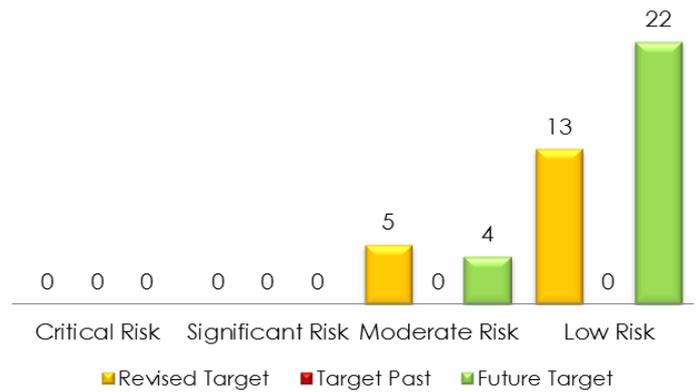
### Recommendations

#### Movement During Period



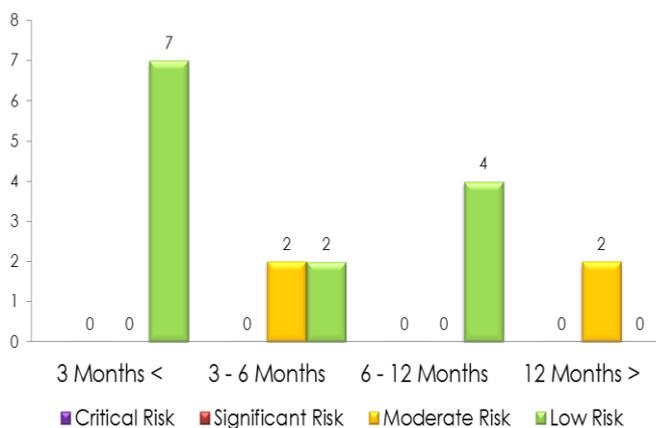
### Recommendations

#### Recommendations Currently Open



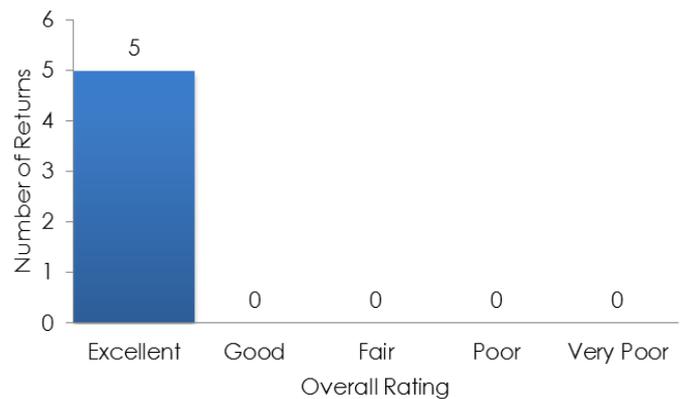
### Recommendations

#### Overdue Recommendations



### Customer Satisfaction

#### Returns Between Mar 18 & Feb 19



## South Derbyshire District Council – Audit Progress Report

### AUDIT PLAN

#### Progress on Audit Assignments

The following table provide Audit Sub-Committee with information on how audit assignments were progressing as at 28<sup>th</sup> February 2018.

2018-19 Jobs	Status	% Complete	Assurance Rating
Data Protection & Freedom of Information	Removed from Plan	n/a	
Information Governance	In Progress	40%	
Treasury Management 2018-19	Draft Report	95%	
Insurance 2018-19	Final Report	100%	Reasonable
Capital Programme	Not Allocated	0%	
Payroll 2018-19	In Progress	60%	
Creditors 2018-19	Draft Report	95%	
Revenue Systems 2018-19	Allocated	25%	
NDR 2018-19	Merged	n/a	
Housing Benefit & Council Tax Support 2018-19	In Progress	50%	
PCI Compliance	Final Report	100%	Reasonable
Orchard IT Application	Draft Report	95%	
File Server Security	Draft Report	95%	
Waste Management	Final Report	100%	Comprehensive
Fleet Management	Draft Report	95%	
Street Cleansing	Draft Report	95%	
Section 106 Agreements	Final Report	100%	Reasonable
Development Control	Allocated	5%	
Pollution Control	Final Report	100%	Comprehensive
Food Safety	In Progress	65%	
Sport & Health Funding	Not Allocated	0%	
Rosliston Forestry Centre	In Progress	40%	
Planned & Responsive Maint. - Public Buildings	Allocated	0%	
Housing Safety Inspections	In Progress	75%	
Allocations & Homelessness	Final Report	100%	Reasonable
Sheltered Housing / Careline	Final Report	100%	Reasonable
Community Safety Partnership	In Progress	70%	
Corporate Governance	In Progress	30%	

## South Derbyshire District Council – Audit Progress Report

B/Fwd Jobs	Status	% Complete	Assurance Rating
Risk Management	Job Complete	100%	N/A
Health & Safety	Final Report	100%	Reasonable
Payroll 2017-18	Final Report	100%	Reasonable
Organisational Culture & Ethics	Final Report	100%	Reasonable
Council Tax 2017-18	Final Report	100%	Comprehensive
NDR 2017-18	Final Report	100%	Comprehensive
Housing Benefit & Council Tax Support 2017-18	Final Report	100%	Comprehensive
Express Electoral System Security Assessment	Final Report	100%	Reasonable
Sharpes Pottery	Final Report	100%	Comprehensive
New Build / Affordable Housing	Final Report	100%	Comprehensive
Licensing	Final Report	100%	Comprehensive
Safeguarding	Final Report	100%	Reasonable
Followup of Whistleblowing Recommendations	Final Report	100%	Reasonable

### Audit Plan Changes

We previously indicated that the IT Application audit scheduled for this year was unlikely to take place in 2018/19. Fortunately, we have been able to make some headway on this audit (see Orchard IT Application above).

# South Derbyshire District Council – Audit Progress Report

## AUDIT COVERAGE

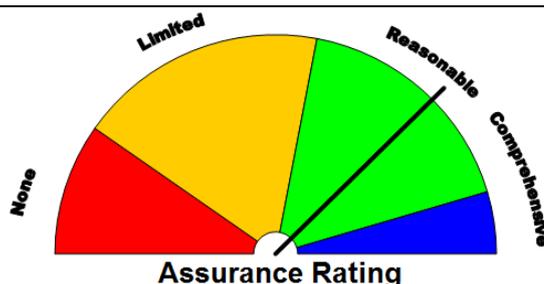
### Completed Audit Assignments

Between 30<sup>th</sup> November 2018 and 28<sup>th</sup> February 2019, 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	
Sheltered Housing / Careline	Reasonable	-	-	1	7	25%
Health & Safety	Reasonable	-	-	1	4	0%
Section 106 Agreements	Reasonable	-	-	1	4	40%
Waste Management	Comprehensive	-	-	-	2	100%
PCI Compliance	Reasonable	-	-	1	7	25%
Allocations & Homelessness	Reasonable	-	-	2	9	55%

As part of the ongoing File Server Security audit, a moderate risk recommendation was also brought to management's attention during the period via a memorandum. This audit has yet to be concluded, so does not appear in this report. Due to the nature of the control weakness, it was considered prudent to bring the matter to management's attention at the earliest opportunity to ensure prompt action could be taken.

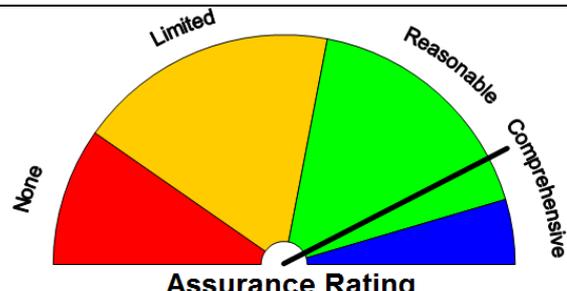
Control Objectives Examined	Assurance Rating			
	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls
Robust systems are in place for income collection	9	6	2	1
Effective monitoring of service provision is undertaken	3	1	2	0
Support plans are produced and stored according to appropriate procedures	6	3	1	2
<b>TOTALS</b>	<b>18</b>	<b>10</b>	<b>5</b>	<b>3</b>
Summary of Weakness		Risk Rating	Agreed Action Date	
The spreadsheet of private customers was not regularly reconciled with the list of recurring invoices, and discrepancies were identified when audit performed this reconciliation.		Low Risk	31/03/2019 Future Action	
The Excel spreadsheet of private customers was not complete and responsibilities for its maintenance were unclear.		Low Risk	31/12/2019 Future Action	
Careline charges were not regularly reviewed.		Low Risk	01/09/2019 Future Action	
Data could not be extracted directly from Tunstall reports into MS Excel in a readily useable format. Performance data had to be manually input which was time-consuming and led to errors.		Low Risk	31/03/2019 Future Action	
Support plans could not always be located in the sample tested.		Moderate Risk	24/12/2018 Implemented	



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The Support Plan spreadsheet was not consistently updated, despite the checklist sheet being completed and reviewed.	Low Risk	24/12/2018 Implemented
Security of support plans, which contain personal data, was not covered in a formal policy.	Low Risk	31/01/2019 Being Implemented 30/06/2019
The correct type of support plan had not always been completed in the sample tested.	Low Risk	31/01/2019 Being Implemented 30/06/2019

Control Objectives Examined	Assurance Rating			
	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls
To ensure that the Council's governance framework for health and safety is designed to ensure compliance with health and safety legislation.	6	3	3	0
To ensure that employees have received training relevant to their role, and have an awareness of Health and Safety and have access to information and further training as required.	6	4	2	0
To ensure that health and safety risks have been identified and assessed, and periodic inspections take place for high risk areas.	6	5	1	0
To ensure that all incidents are recorded, with further investigation and / or reporting undertaken as necessary.	3	3	0	0
To ensure that information on activity and incidents is supplied to management, Committee and / or the Council as required.	4	4	0	0
<b>TOTALS</b>	<b>25</b>	<b>19</b>	<b>6</b>	<b>0</b>
Summary of Weakness		Risk Rating	Agreed Action Date	
The terms of reference for the Employee Health and Safety Committee had not been revised to recognise the ending of the contract with Northgate Human Resources in 2017, and were not consistent with the Health and Safety Policy.		Low Risk	30/04/2019 Future Action	
The Council had a Health and Safety Policy that complied with safety legislation requirements and included the Council's arrangements for carrying out the policy. However, we found no evidence to confirm that the policy had been approved at a suitable level.		Low Risk	30/06/2019 Future Action	
Of a sample of 11 Health and Safety related policies, we found that 6 did not include version control, of the remaining 5 with version control, 3 had not been properly maintained.		Low Risk	30/11/2019 Future Action	
The Health and Safety page on the Council's Intranet had not been kept up-to-date. It did not provide: <ul style="list-style-type: none"> <li>Information on the Council's approach to Health and Safety.</li> <li>A route for staff to contact the Health and Safety Officer.</li> </ul> Access to Health and Safety related policies and procedures, training information, contact details, etc.		Low Risk	30/09/2019 Future Action	
There was no overview process to ensure that adequate Health and Safety documentation had been obtained from all contractors engaged by the Council.		Moderate Risk	29/03/2019 Future Action	



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Section 106 Agreements					
Control Objectives Examined	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls	
Policy and procedures relating to Section 106 agreements adhere to both Council policy and legislation	6	5	1	0	
Existing Section 106 agreements are monitored in accordance with the requirements of the agreement.	7	6	1	0	
Incoming Section 106 funds are appropriately managed, allocated and banked in a timely manner.	9	7	2	0	
Expenditure of Section 106 funds is appropriate and meets the terms of the agreement	3	2	0	1	
Arrangements are in place to monitor non-financial contributions to ensure they are adequately enforced	2	2	0	0	
<b>TOTALS</b>	<b>27</b>	<b>22</b>	<b>4</b>	<b>1</b>	
Summary of Weakness		Risk Rating	Agreed Action Date		
The "Section 106 Agreements version 8 - A guide for Developers" document had not been reviewed since April 2010, and contained out-of-date information.		Low Risk	01/04/2019 Future Action		
Monitoring of the progress on developments subject to Section 106 agreements was not undertaken to a set timetable.		Low Risk	Implemented		
The payment for one Section 106 agreement, that was received from the developer without being invoiced, had not been subject to indexation. The additional sum required had been identified and recorded, but had not been invoiced or received.		Low Risk	Implemented		
Variances identified as part of the reconciliation between Planning records and Accountancy records for the Section 106 Reserve Account had not been fully investigated and resolved.		Low Risk	31/03/2019 Future Action		
The terms of Section 106 agreements in relation spending Section 106 contributions within a specified time period were not all complied with.		Moderate Risk	30/06/2019 Future Action		

Waste Management					
Control Objectives Examined	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls	
Appropriate controls are in place to monitor the delivery of the contract in respect of Dry Waste Recycling	9	6	3	0	

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<b>TOTALS</b>	<b>9</b>	<b>6</b>	<b>3</b>	<b>0</b>
<b>Summary of Weakness</b>		<b>Risk Rating</b>	<b>Agreed Action Date</b>	
There was a discrepancy in the number of properties in the district between the Service Level Monitoring Sheet, used to calculate monthly statistics and the payment claim, used to calculate the charge to the Council.		Low Risk	28/02/2019 Implemented	
Whilst the Council had hypothetical contingency arrangements in place for delivery of the dry waste recycling contract, these had not been formally documented.		Low Risk	N/A – Already implemented	

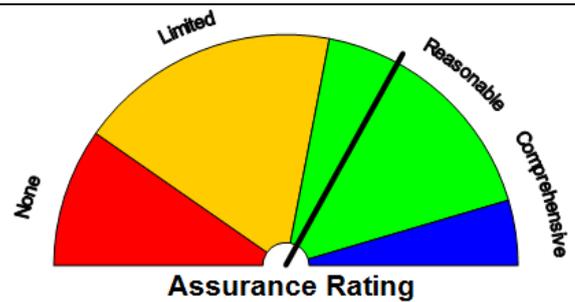
<h2>PCI Compliance</h2>	<p style="text-align: center;"><b>Assurance Rating</b></p>			
<b>Control Objectives Examined</b>	<b>Controls Evaluated</b>	<b>Adequate Controls</b>	<b>Partial Controls</b>	<b>Weak Controls</b>
There is a suitable understanding of the PCI standards across the Council	3	0	1	2
The organisation's PCI programme structure has been well established.	4	1	1	2
A testing schedule and methodology has been established to ensure PCI compliance	8	7	0	1
Responsibilities for ensuring PCI compliance have been suitably established and are at a suitable level of seniority within the Council.	2	0	1	1
<b>TOTALS</b>	<b>17</b>	<b>8</b>	<b>3</b>	<b>6</b>
<b>Summary of Weakness</b>		<b>Risk Rating</b>	<b>Agreed Action Date</b>	
The ICT Security, Electronic Communications and Security and the Credit Card Procedure and Policies and Security Policy documents were out of date and contained dated references with respect to PCI (DSS).		Low Risk	01/06/2019 Future Action	
Officers taking card payments outside of the Contact Centre were not aware of the PCI Standard. Staff taking payments over the phone, did not have written guidance on how to keep the card payer's details secure.		Low Risk	01/06/2019 Future Action	
There was a general lack of awareness of PCI compliance risks amongst staff using the Paye.net system outside of the Contact Centre.		Low Risk	01/06/2019 Future Action	
The Council had not maintained an inventory of hardware and software components relating to equipment used to take card payments.		Low Risk	01/01/2020 Future Action	
We were not able to confirm whether the Service Provider (Capita) responsible for the processing of card holder data on behalf of the Council had either undertaken their attestation of PCI compliance or provided evidence to the Council to demonstrate this has been undertaken.		Low Risk	15/02/2019 Implemented	
The document which outlined duties and responsibilities in terms of PCI Standards contained out-of-date references.		Low Risk	01/04/2019 Future Action	
Chip & PIN machines were still attached to the Customer Services front desks despite them not being used in a number of years.		Low Risk	Implemented	
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.		Moderate Risk	01/04/2019 Future Action	

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Control Objectives Examined	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls
	The Allocations Policy is fit for purpose (reflects demand and prioritises effectively)	6	5	0
Allocations are made in accordance with policy and robust procedures	9	5	1	3
Adequate and appropriate provision has been made to prevent homelessness	9	6	1	2
Individual assessments and action plans are drawn up and monitored effectively	10	6	2	2
<b>TOTALS</b>	<b>34</b>	<b>22</b>	<b>4</b>	<b>8</b>

Summary of Weakness	Risk Rating	Agreed Action Date
There were no formal procedure notes detailing the allocations process.	Low Risk	30/07/2019 Future Action
There was no check by a second officer to ensure that bids were being correctly skipped.	Moderate Risk	01/04/2019 Future Action
Up-to-date documentation, confirming eligibility for a property, was not always obtained prior to a let commencing.	Low Risk	01/04/2019 Future Action
Direct lets were not always authorised at an appropriate level of seniority.	Moderate Risk	01/03/2019 Implemented
The Homelessness Prevention Strategy had not been updated to ensure that it met the requirements of new legislation.	Low Risk	01/06/2019 Future Action
The Temporary Accommodation Policy was in draft form and had not been updated since 2015.	Low Risk	01/06/2019 Future Action
One of the three agreed performance indicators for the homelessness service (HS8) had not been calculated or reported to management during 2018-19.	Low Risk	01/02/2019 Implemented
A PHP was not always completed when a prevention or relief duty was owed.	Low Risk	01/03/2019 Implemented
Applicants were not always assigned actions within their PHP.	Low Risk	01/03/2019 Implemented
PHPs were not reviewed when applicants circumstances changed.	Low Risk	01/03/2019 Implemented
Functionality of LocataPro was not always used correctly by officers.	Low Risk	01/03/2019 Implemented



## South Derbyshire District Council – Audit Progress Report

### RECOMMENDATION TRACKING

Final Report Date	Audit Assignments with Open Recommendations	Assurance Rating	Recommendations Open		
			Action Due	Being Implemented	Future Action
12-Feb-19	PCI Compliance	Reasonable	-	-	6
14-Feb-19	Allocations & Homelessness	Reasonable	-	-	5
19-Dec-18	Sheltered Housing / Careline	Reasonable	-	2	4
25-Jan-19	Section 106 Agreements	Reasonable	-	-	3
02-Oct-18	Payroll 2017-18	Reasonable	-	-	1
25-Apr-18	Organisational Culture & Ethics	Reasonable	-	1	-
12-Jul-18	NDR 2017-18	Comprehensive	-	1	-
06-Sep-18	Council Tax 2017-18	Comprehensive	-	2	-
10-Jan-19	Health & Safety	Reasonable	-	-	5
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	-
18-May-18	Sharpes Pottery	Comprehensive	-	-	2
23-Nov-17	Housing Contracts Review	Limited	-	1	-
07-Aug-17	Parks & Open Spaces	Reasonable	-	3	-
06-Jun-17	Leisure Centres	Reasonable	-	1	-
29-Jun-18	Safeguarding	Reasonable	-	2	-
		<b>TOTALS</b>	-	<b>18</b>	<b>26</b>

**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.

Audit Assignments with Recommendations Due	Action Due			Being Implemented		
	Significant Risk	Moderate Risk	Low Risk	Significant Risk	Moderate Risk	Low Risk
Sheltered Housing / Careline	-	-	-	-	-	2
Organisational Culture & Ethics	-	-	-	-	1	-
NDR 2017-18	-	-	-	-	-	1
Council Tax 2017-18	-	-	-	-	-	2
Tenants Arrears 2017-18	-	-	-	-	-	3
Rent Accounting 2017-18	-	-	-	-	-	1
Officers Expenses & Allowances	-	-	-	-	1	-
Housing Contracts Review	-	-	-	-	1	-
Parks & Open Spaces	-	-	-	-	1	2
Leisure Centres	-	-	-	-	1	-
Safeguarding	-	-	-	-	-	2
<b>TOTALS</b>	-	-	-	-	<b>5</b>	<b>13</b>

## South Derbyshire District Council – Audit Progress Report

### Highlighted Recommendations

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

### Being Implemented Recommendations

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
There is a restructure report tabled to Members at the Finance and Management Committee this week. Following the outcome of that, the post to drive this matter forward will be identified. Management therefore propose to delay this recommendation until 30/09/19.	30/09/2019

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 30/09/2018.	30/09/2018
Status Update Comments	Revised Date
No formal action has progressed on this action. Revised action date 30/09/2019.	30/09/2019

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Leisure Centres	Rec No. 2
Summary of Weakness / Recommendation	
Risk Rating	
<p>The Council had not undertaken inspections on the exterior fabric of the building as per the contract summary of maintenance responsibilities.</p> <p>We recommend that the Council fulfil its obligations in respect of those areas which it has responsibility for maintaining. Inspections should be undertaken on a regular basis, in accordance with any relevant legislation and properly documented.</p>	Moderate Risk
Management Response/Action Details	
Programme of inspections to be agreed with Building Maintenance Officer	Action Date 01/10/2017
Status Update Comments	
<p>Our public building officer resigned several months ago and has not been replaced pending both a housing services and Council wide restructure. Once responsibility for this area of work is identified in the final structure and someone in post we will be able to commence the required inspections. Given the uncertainty suggest a revised compliance date of Jan 31st 2018</p> <p>The long term future of the Public Building Officer post has still not been settled and an interim arrangement has recently been implemented with a temporary 6 month appointment. Suggest a revised date of the end of September 2018.</p> <p>Request made to interim public buildings officer to assist. Answer pending. Anticipate should be able to close out by Dec 31 2018.</p> <p>Responsibilities are being addressed but not in the systematic way required. The Public Building Officer situation has still not been properly resolved and capacity issues has meant he hasn't had time to devote to this issue. Suggest a revised date of March 31 and will pursue support with him and other colleagues.</p>	Revised Date 31/03/2019

Parks & Open Spaces	Rec No. 1
Summary of Weakness / Recommendation	
Risk Rating	
<p>Comprehensive risk assessments of play equipment were not available for inspection. A limited number of non-descript risk assessments were located with play equipment listed as a hazard, suggesting that risk assessments had not been completed for all playgrounds and equipment across the district.</p> <p>We recommend that the Council establish risk assessments for all the playgrounds and the equipment therein, for which it could be held liable. The risk assessments should be undertaken with the above guidance provided by ROSPA and should consider the activity classification, hazard identification, the evaluation of risk, the evaluation of the control measures and the specification for further action.</p>	Moderate Risk
Management Response/Action Details	
Agree action plan with H&S officer. Agree content of risk assessments and list of sites to be inspected - SDDC own sites only. Establish which Parish Councils already undertake risk assessments. Write to advise remaining Parish Councils of their responsibilities. NOTE: there may be budget/cost implication.	Action Date 31/12/2017
Status Update Comments	
<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 recommendation. The Play Audit is now nearing completion and Risk Assessments on play sites were included in our Play Audit brief to the Consultants.</p> <p>See extract below:</p> <ul style="list-style-type: none"> <li>Carry out a risk assessment of each site using ROSPA/SDDC risk assessment format/ categories.</li> </ul>	Revised Date 31/03/2019

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- Activity Classification.
- Hazard Identification.
- Evaluation of Risk.
- Evaluation of Control Measure.
- Action Plan for improvement.

The Play audit is virtually concluded but final sign off has been hampered by ongoing staff absence of those leading on the audit day to day. Nonetheless in light of their continued absence copies of some sample risk assessments have been requested from our consultants. These will be forwarded on receipt in order that the action can be closed asap.

Housing Contracts Review	Rec No. 3
Summary of Weakness / Recommendation	Risk Rating
<p>Contract opportunities for adaptations (where collective works were over the £25,000 threshold) were not being advertised on the 'Contracts Finder' website, in line with the requirements of the Public Contract Regulations 2015.</p> <p>We recommend that the Head of Procurement identify a range of options available to the Council for complying with this ruling and seek to strengthen systems to ensure compliance with the Public Contract Regulations 2015. Such a system should ensure that the principles of transparency, equal treatment and non-discrimination, under European Union Treaties, are also adhered to.</p>	Moderate Risk
Management Response/Action Details	Action Date
<p>The Council agreed changes to the procurement of Disabled Facility works at a meeting of the Finance and Management Committee on 12th October 2017. The current "standing" list will be replaced by a Framework of 4 to 5 contractors to undertake smaller works below £25,000. This will be subject to an OJEU process.</p> <p>Any larger works above £25,000 will be tendered separately and advertised in the normal way (Source Derbyshire, etc.)</p>	23/11/2017
Status Update Comments	Revised Date
<p>The Housing Section originally met with Chesterfield NHS to explore the possibility of using a dynamic purchasing framework to address this issue. More recently they have taken the decision to procure a whole house approach contract through Fusion21, for one main contractor to carry out all repairs and improvements works, which will hopefully start on the 1st April 2019. This will mean that the Council have one contractor that can carry out all disabled adaptations.</p>	01/04/2019