



central midlands audit partnership

South Derbyshire District Council – Audit Progress Report

Audit Sub-Committee: 6th September 2023



South Derbyshire
District Council



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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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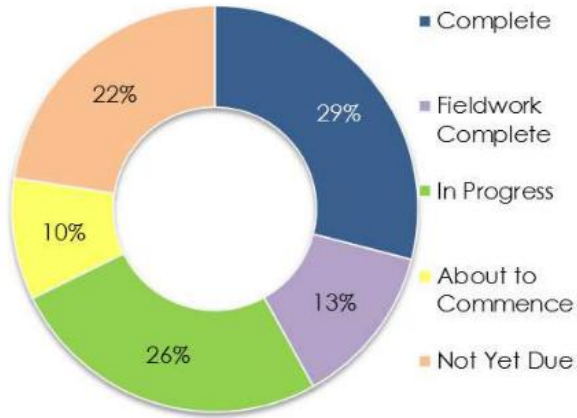


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Providing Excellent Audit Services in the Public Sector

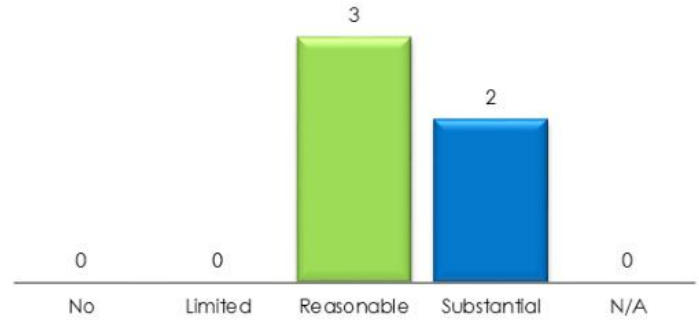
AUDIT DASHBOARD

Plan Progress



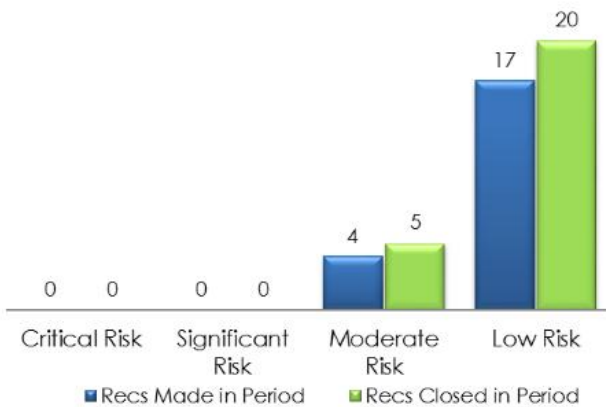
Jobs Completed in Period

Control Assurance Ratings During Period



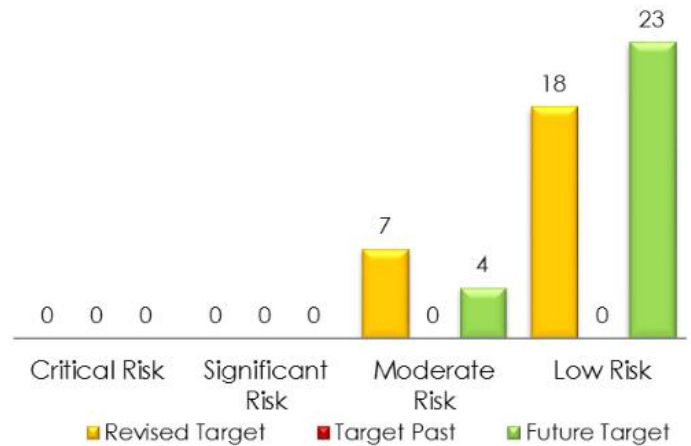
Recommendations

Movement During Period



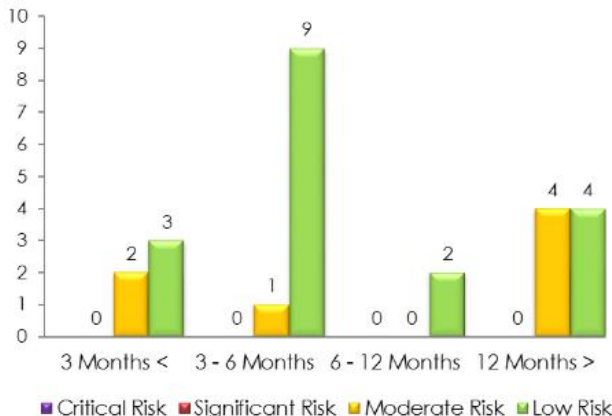
Recommendations

Recommendations Currently Open



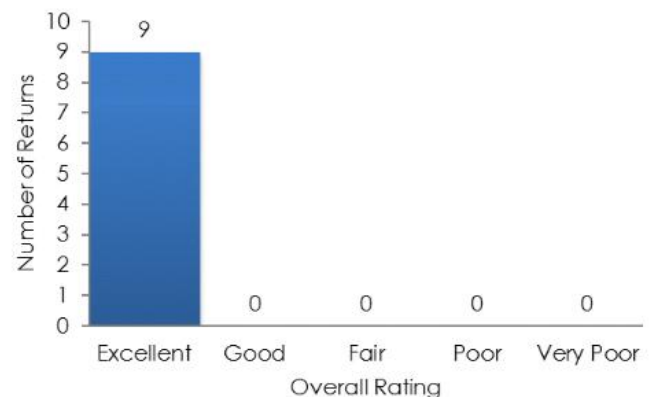
Recommendations

Overdue Recommendations



Customer Satisfaction

Returns Between Aug 22 & Aug 23



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AUDIT PLAN

Progress on Audit Assignments

The following tables provide Audit Sub-Committee with information on how audit assignments were progressing as at 21st August 2023.

2023-24 Assignments	Status	% Complete	Assurance Rating
Leisure Centre Management - Tender 2023-24	In Progress	25%	
Bank House-Sabines Yard Project	In Progress	35%	
Grant Certification 2023-24	In Progress	20%	
Revenues Systems 2023-24	Not Allocated		
Housing Benefit & Council Tax Support 2023-24	Not Allocated		
IT Key Controls 2023-24	In Progress	15%	
Health & Safety 2023-24	Not Allocated		
Trade Waste (Route Optimisation)	Allocated	10%	
Fleet Management 2023-24	Not Allocated		
Planning & Building Control Fees 2023-24	Allocated		
Section 106 Agreements 2023-24	Draft Report	95%	
Climate Change 2023-24	Not Allocated		
Warden Controlled Services 2023-24	In Progress	50%	
Rosliston Forestry Centre 2023-24	Not Allocated		
Housing Repairs (2023-24	Allocated		
Housing Safety Inspections 2023-24	In Progress	15%	
Improvement Grants 2023-24	Not Allocated		
Rent Accounting 2023-24	In Progress	45%	
Visitor Centre	In Progress	10%	
B/Fwd Assignments	Status	% Complete	Assurance Rating
Procurement 2022-23	Draft Report	95%	
Safeguarding 2022-23	Final Report	100%	Substantial
Capital Programme 2022-23	Final Report	100%	Substantial
Revenues Systems 2022-23	Final Report	100%	Substantial
Mobile Device Management	Final Report	100%	Reasonable
Data Quality & Performance Management 22-23	Final Report	100%	Reasonable
Street Cleansing 2022-23	Draft Report	100%	Substantial
Development Management 2022-23	Draft Report	95%	
Parks & Open Spaces 2022-23	Final Report	100%	Reasonable
Sheltered Housing - Careline 2022-23	Final Report	100%	N/A
Land Charges 2022-23	Draft Report	95%	
Organisational Culture & Ethics 2022-23	Final Report	100%	Reasonable

Plan Changes

None

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AUDIT COVERAGE

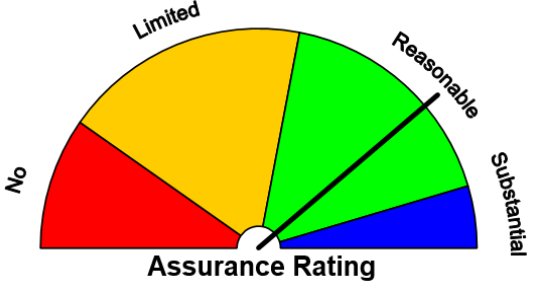
Completed Audit Assignments

Between 1st June 2023 and 21st August 2023, the following audit assignments have been finalised.

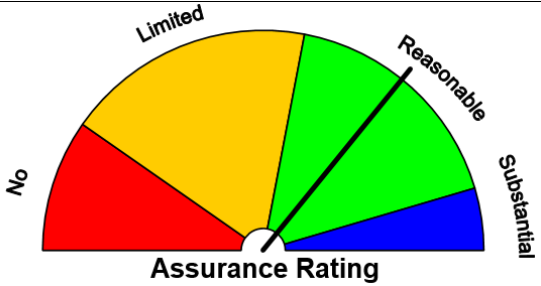
Audit Assignments Completed in Period	Assurance Rating	Recommendations Made				% Recs Closed
		Critical Risk	Significant Risk	Moderate Risk	Low Risk	
Organisational Culture & Ethics 2022-23	Reasonable			1	1	0%
Mobile Device Management	Reasonable			1	7	13%
Parks & Open Spaces 2022-23	Reasonable			2	4	0%
Street Cleansing 2022-23	Substantial				3	0%
Revenue Systems 2022-23	Substantial				2	0%

Organisational Culture & Ethics 2022-23	Assurance Rating			
	No	Limited	Reasonable	Substantial
Control Objectives Examined	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls
The Council has a set of meaningful ethical values which are underpinned by relevant policies and guidance which are available to staff and Councillors.	10	9	0	1
The Council's ethical values are known, used and understood throughout the authority.	2	2	0	0
Senior Officers and Councillors understand the ethical framework, actively encourage and promote high standards and are recognised by staff and others as having high personal /professional standards of conduct.	2	1	1	0
TOTALS	14	12	1	1
Summary of Weakness	Risk Rating	Agreed Action Date		
The Council had not undertaken a staff survey, which was specifically geared towards the Council's culture, ethics and values.	Moderate Risk	30/11/2023 Future Action		
Information relating to the stages of a complaint on the Council's website was different to the stages of a complaint within the Complaints Procedure 2021.	Low Risk	30/09/2023 Future Action		

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Mobile Device Management	 <p style="text-align: center;">Assurance Rating</p>			
Control Objectives Examined	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls
Ensure the Council has implemented a mobile device management infrastructure commensurate with Council security policies and general cyber security best practices.	22	13	0	9
TOTALS	22	13	0	9
Summary of Weakness		Risk Rating	Agreed Action Date	
Only 23 signed mobile device personal agreement forms could be located on SharePoint, despite there being 217 devices with recent check-in activity in Intune during May 2023.		Low Risk	29/09/2023 Future Action	
A small number of devices with recent check in activity were not compliant with some of the requirements of the SDDC_Corp_Policy compliance policy. Furthermore, actions for non-compliant devices were not comprehensive to safeguard Council data on the device or restrict access to Council applications.		Low Risk	29/09/2023 Future Action	
There were over 30 devices enabled in Intune/Azure Active Directory (AAD) with no check-in activity in the previous 12 months, raising concerns around the management of stale devices. Furthermore, the Council had not been adhering to the monthly checks as defined in the 'No Usage of mobile devices' section of the Mobile Device Process Master.		Low Risk	29/09/2023 Future Action	
The Council's compliance policies and configuration profiles specific to password requirements did not align with the National Cyber Security Centre (NCSC) recommendations (strong password over a PIN or use of biometric authentication features).		Low Risk	29/09/2023 Future Action	
A small number of devices running Android 9 had recent check-in activity in Intune. Furthermore, the Council's Intune compliance policy required devices to be running Android 10 or newer, yet Android 10 is now also unsupported from a security perspective.		Low Risk	29/09/2023 Future Action	
A data matching exercise found devices listed as enabled and operational in both the MDM (Intune) and the CMDB, were associated with former employees, raising concerns around data accuracy, device retrieval and device wiping.		Low Risk	29/09/2023 Future Action	
The Council was not routinely backing up its Intune configurations.		Low Risk	29/09/2023 Future Action	
The Council was not consistently adhering to the voice and data monitoring commitments in the Mobile Device Process (February 2022), meaning excessive usage had gone unchallenged and unresolved.		Moderate Risk	Already Implemented	

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Parks & Open Spaces 2022-23	 <p style="text-align: center;">Assurance Rating</p>			
Control Objectives Examined	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls
Appropriate controls are in place for ensuring play areas are adequately maintained and safe for use.	6	3	3	0
The Council has established a robust plan to address its published Tree, Woodlands and Hedgerow targets and policies, which are subject to monitoring and review.	13	4	9	0
TOTALS	19	7	12	0
Summary of Weakness		Risk Rating	Agreed Action Date	
Defects and actions identified within Park Keepers visual inspection site reports were not consistently uploaded to the inspection repair sheet. Therefore, there was no clear way of identifying if actions identified had been completed.		Low Risk	01/04/2024 Future Action	
The Council did not have any documented procedures, instructing officers in the event of a playground or park incident.		Low Risk	01/01/2024 Future Action	
The Authority had no long-term contingency and succession arrangements in place in the event that the Tree Officer were absent for long periods of time or retired. It was also apparent that the majority of actions within the Tree, Woodland and Hedgerow Management Plan, were the responsibility of the Tree Officer, representing a single point of failure risk.		Moderate Risk	30/04/2024 Future Action	
At the time of audit, there were 1126 inspections overdue, this included general inspection, risk assessments and those raised by customer complaints/comments requiring further enquiry.		Moderate Risk	30/04/2024 Future Action	
We determined that between the period April 2021 to June 2023, seven cases were found to have involved either unauthorised works or damage to trees with preservation orders. At the time of audit, we could not determine the nature of the works or what action, if any had been taken by the Council in response to unauthorised works.		Low Risk	31/03/2024 Future Action	
Due to a lack of resources the Council was unable effectively implement, monitor and review actions within the Tree, Woodlands and Hedgerow and the plan itself.		Low Risk	31/03/2024 Future Action	

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Street Cleansing 2022-23					
Control Objectives Examined	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls	
Street Cleansing work is appropriately planned and managed.	9	6	3	0	
Appropriate Health and Safety measures have been put in place and are working in practice.	6	6	0	0	
TOTALS	15	12	3	0	
Summary of Weakness		Risk Rating	Agreed Action Date		
Procedures to provide direction on how to establish the Street Cleansing work plans had not been documented.		Low Risk	01/01/2024 Future Action		
The Council continued to rely on inefficient, manual processes for managing Street Cleansing tasks and programmed work.		Low Risk	31/10/2024 Future Action		
The Street Cleansing service did not currently utilise a formal route optimisation planner.		Low Risk	31/10/2024 Future Action		

Revenue Systems 2022-23					
Control Objectives Examined	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls	
To ensure that income due for Council Tax is suitably collected and properly recorded.	13	11	2	0	
To ensure that income due for National Non-Domestic Rates is suitably collected and properly recorded.	13	12	1	0	
TOTALS	26	23	3	0	
Summary of Weakness		Risk Rating	Agreed Action Date		
Transactions on the Council Tax payment suspense account were not all cleared in a timely manner.		Low Risk	30/11/2023 Future Action		
Upon review of the Council's policies and procedures in respect of write-off authorisation, we identified inconsistencies relating to the limits of approval required for writing off debts.		Low Risk	31/12/2023 Future Action		

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RECOMMENDATION TRACKING

Final Report Date	Audit Assignments with Open Recommendations	Assurance Rating	Recommendations Open		
			Action Due	Being Implemented	Future Action
18-Aug-23	Revenues Systems 2022-23	Substantial			2
17-Aug-23	Street Cleansing 2022-23	Substantial			3
14-Aug-23	Parks & Open Spaces 2022-23	Reasonable			6
02-Aug-23	Organisational Culture & Ethics 2022-23	Reasonable			2
02-Aug-23	Mobile Device Management	Reasonable			7
31-May-23	Data Quality & Performance Management 22-23	Reasonable			3
05-May-23	Safeguarding 2022-23	Substantial		2	
25-Apr-23	Capital Programme 2022-23	Substantial			1
08-Mar-23	Electoral Services 2020-21	Reasonable		1	
28-Feb-23	Records Management 2022-23	Reasonable			2
31-Oct-22	Rosliston Forestry Centre 2022-23	Reasonable		3	
24-Oct-22	Officers Expenses & Allowances 2022-23	Reasonable		2	
22-Aug-22	Homelessness 2021-22	Substantial		1	
02-Aug-22	Income Streams	Reasonable		3	
31-Mar-22	Revenues Systems 2021-22	Substantial		1	
10-Mar-22	Rent Accounting 2021-22	Reasonable		3	
23-Feb-22	Climate Change	Substantial		1	
15-Sep-21	Insurance	Substantial			1
16-Jun-21	Housing Repairs 2020-21	Limited		2	
22-Oct-20	Grounds Maintenance 2019-20	Reasonable		4	
06-Aug-20	Bereavement Services 2019-20	Reasonable		2	
		TOTALS		25	27

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
Safeguarding 2022-23						2
Electoral Services 2020-21					1	
Rosliston Forestry Centre 2022-23					1	2
Officers Expenses & Allowances 2022-23					1	1
Homelessness 2021-22						1
Income Streams						3
Revenues Systems 2021-22						1
Rent Accounting 2021-22					1	2
Climate Change						1
Housing Repairs 2020-21					2	
Grounds Maintenance 2019-20						4
Bereavement Services 2019-20					1	1
	TOTALS				7	18

It is pleasing to note that there has been a marked improvement in the resolution of some long-standing audit recommendations. The remaining audit recommendations that have exceeded their original agreed action date by more than 12 months, are being referred up to the October 2023 Finance & Management Committee.

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HIGHLIGHTED RECOMMENDATIONS

Being Implemented – Significant or Moderate Risk Recommendations

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

Bereavement Services 2019-20	Rec No. 2
Summary of Weakness / Recommendation	Risk Rating
<p>Contract opportunities for the provision of a grave digging service had not been advertised on the Contracts Finder website, in line with the requirements of the Public Contract Regulations 2015, and there was no current contract in place.</p> <p>We recommend that the Council pursues one of the following actions: A corporate contract may be required for the area of spend and as such a formal tender exercise should be undertaken.</p> <ul style="list-style-type: none"> Engage the Council's DSO to provide the service at the rural cemeteries as well as the urban cemeteries. The area of spend may be relevant to an existing or new framework agreement/contract which should be used to formalise the process. If no competitive market is available this should be demonstrated and a formal exemption from the Contract Procedure Rule should be put in place. 	Moderate Risk
Management Response/Action Details	Action Date
All options will be assessed and taken forward after the Covid-19 pandemic is over as the risk of any changes to the service are too great at the present time.	01/01/2021
Status Update Comments	Revised Date
Cemetery Space in rural area of Marston is becoming limited and there is a project to look at an extension or another site; this will need to be considered as part of that.	01/12/2023 Future Action

Housing Repairs 2020-21	Rec No. 5
Summary of Weakness / Recommendation	Risk Rating
<p>Orchard, the Council's Housing Management System, did not contain a full record of materials used on a job and there was consequently no tracking of materials purchased over the counter to confirm their usage.</p> <p>We recommend that all materials used on a job should be recorded on the job ticket used to populate Orchard. This will ensure full data is available for the purposes of costing and post inspections. Operatives should be provided with clear instruction and this should be monitored by management until embedded.</p>	Moderate Risk
Management Response/Action Details	Action Date
Written instruction for the completion of job tickets will be provided for operatives by the Interim Team Leader.	30/07/2021
Status Update Comments	Revised Date
Currently we are checking material spends from reporting supplied by the materials suppliers daily / weekly until the mobile working system is built. Comprehensive solution will be in place with Accuserve in January 2024	30/01/2024 Future Action

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Housing Repairs 2020-21	Rec No. 3
Summary of Weakness / Recommendation	Risk Rating
<p>There was a high degree of manual input in scheduling repair jobs and the system in place to record repairs was heavily reliant on paper job tickets, resulting in inefficiencies and possible inaccuracies. We were unable to locate a job ticket for 10 of the 19 completed repair jobs selected for testing.</p> <p>We recommend that the Council considers the procurement of dynamic scheduling software. In the interim we recommend that:</p> <ul style="list-style-type: none"> o Clear guidelines are provided to operatives on the information required to be completed on job tickets and timesheets, to improve the quality of data subsequently entered into Orchard, the Council's Housing Management System. o The possibility of sending job tickets directly from Orchard to operative's smartphones (or scanning and emailing them) is investigated. o The capability of the smartphones issued is reviewed to establish whether job tickets can be viewed and edited or whether other hardware /software is required to do this. o Training requirements for operatives are considered to allow implementation of the above and further training be undertaken, where required. 	Moderate Risk
Management Response/Action Details	Action Date
<p>As part of the Council's Transformation Project, the renewed Orchard Contract package includes the option for the future purchase of dynamic scheduling/mobile working software. Written instruction for the completion of job tickets will be provided for operatives by the Interim Team Leader (by 30/07/2021). A possible interim solution for the electronic transmission of job tickets has been identified and is being tested. This will require new devices to be provided to operatives. The use of smartphone for this process has been tested and found to be not viable. Once testing of the process and new devices is complete this will be implemented across the team with the appropriate training.</p>	01/10/2021
Status Update Comments	Revised Date
<p>MRI/Accuserve implementation in progress. The kick off meeting is 24th July for Phase one which includes the Repairs Module.</p>	31/03/2024 Future Action

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Rent Accounting 2021-22	Rec No. 7
Summary of Weakness / Recommendation	Risk Rating
<p>Energy costs paid by the Council for individual properties were not consistently recharged to tenants and there was a large outstanding debt relating to this.</p> <p>We recommend that the Council writes off outstanding ground source heating debts where there is insufficient legal basis to pursue recovery. Furthermore, for existing tenants, appropriate action should be taken to obtain agreement to future energy cost charges, which should be invoiced as soon as possible to prevent further financial loss to the Council.</p>	Moderate Risk
Management Response/Action Details	Action Date
<p>Agreed, the Former Tenant Arrears Officer will prepare the documentation for write off where recovery cannot be pursued against former / current tenants for ground source heating charges at Brook Street, Hartshorne.</p> <p>A third-party agent is currently being procured to take meter readings and prepare figures for consumption costs to the responsible tenant for payment. At this point it is the Councils intention for the third-party agent to read meters and invoice tenants, however this may change in so far as Business Support may invoice tenants and collect the payments which are due.</p> <ul style="list-style-type: none"> • Once procured, all existing tenants will be required to re-sign a contract indicating their agreement to be responsible for and pay their ground source heating charges to the Council. • All new tenants will sign a separate contract/letter when they sign their new Tenancy Agreement indicating their agreement to be responsible for and pay their ground source heating charges. • The Former Tenant Arrears Officer and the Tenancy Services Manager will have operational responsibility for implementing this recommendation. 	31/03/2022
Status Update Comments	Revised Date
<p>Outstanding debts have now been written off. A process for billing has been prepared and meter readings for Carnegie House are now being taken and billed monthly. Service Charge which includes energy costs for those under licence agreement in temporary accommodation. Currently unable to receive meter readings for GSHP at Brook Street - order placed for new mBus readers with Raleigh Instruments.</p>	<p>31/10/2023</p> <p>Future Action</p>

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Electoral Services 2020-21	Rec No. 4
Summary of Weakness / Recommendation	Risk Rating
<p>There was no current contract in place for the provision of election printing services.</p> <p>We recommend that the Council pursues one of the following actions:</p> <ul style="list-style-type: none"> • A corporate contract may be required for the area of spend and as such a formal procurement exercise should be undertaken. • The area of spend may be relevant to an existing or new framework agreement/contract which should be used to formalise the process. • Where a tender exercise would not be beneficial to the Council or where the particular organisation is required for a specific reason, a formal exemption from the Contract Procedure Rules should be sought. 	Moderate Risk
Management Response/Action Details	Action Date
<p>A tender exercise may not be suitable due to the specialist nature of this contract.</p> <p>A formal exemption under the Contract Procedure Rules will be explored.</p>	31/03/2023
Status Update Comments	Revised Date
<p>This exemption may only be signed off by a report the Strategic Director (Corporate Resources). It is my understanding the new postholder will commence employment with the Council in June. On that basis, this recommendation will require a revised implementation date; I would suggest September.</p>	<p>30/09/2023</p> <p>Future Action</p>

Officers Expenses & Allowances 2022-23	Rec No. 2
Summary of Weakness / Recommendation	Risk Rating
<p>The Council's expenses policy did not support the Council's Staff Travel Plan, adopted to reduce the environmental impact of the journeys made by Council employees, and the mileage expenses paid were considered to be uneconomic and did not offer efficiency or value for money for the residents in the District.</p> <p>We recommend that the Council considers the savings that could be made by adopting the HMRCs (or a hybrid) scheme for paying mileages expenses. Pool cars could also be considered to reduce the need for paying lump sums for essential users (electric ones would also contribute to the Council's Staff Travel Plan.)</p>	Moderate Risk
Management Response/Action Details	Action Date
<p>An options appraisal will be undertaken as part of the Council's recruitment and retention package.</p>	31/07/2023
Status Update Comments	Revised Date
<p>Work has commenced to consider options to reimburse officers using different modes of transport other than petrol/diesel cars. This will be subject to formal consultation. Once completed, and if approved, will be included in the Expenses Policy.</p>	<p>31/03/2024</p> <p>Future Action</p>

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Rosliston Forestry Centre 2022-23	Rec No. 2
Summary of Weakness / Recommendation	Risk Rating
<p>Some of the pathways through the forest were in poor condition and no longer accessible to members of the public with disabilities. Ongoing talks with Forestry England regarding the lease agreement was delaying any repair works, causing them to increase in cost.</p> <p>We recommend that the Council, in conjunction with Forestry England, negotiate a lease agreement that clearly outlines the Council's responsibilities within the Forestry Centre. Should the maintenance of pathways fall with the Council, they should then look at repairing these pathways or altering the visitor map to make people aware that they are no longer entirely accessible.</p>	<p>Moderate Risk</p>
Management Response/Action Details	Action Date
<p>To be considered as part of the lease renewal. Possible funding opportunities via the National Forest.</p>	<p>01/06/2023</p>
Status Update Comments	Revised Date
<p>A new lease has been agreed with Forestry England for 30 years. A 'Revitalising Rosliston' consultation has started which will help create the future vision for the site and identify where investment is best placed.</p>	<p>30/06/2024 Future Action</p>

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Being Implemented - Low Risk Recommendations Over 12 Months

The following low risk rated recommendations, that have not yet been implemented and have exceeded their original action date by more than 12 months, are also detailed for Committee's scrutiny.

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Bereavement Services 2019-20	Rec. No. 5
Summary of Weakness / Recommendation	Risk Rating
<p>Historic graves and burials information had not been fully digitised.</p> <p>The Council should consider making resource available to digitise historic graves and burials information to minimise the risk of data loss.</p>	Low Risk
Management Response/Action Details	Action Date
Report being drafted to Leadership Team and Housing and Communities Committee.	30/11/2020
Status Update Comments	Revised Date
Currently recruiting a Service Admin Assistant. Once recruited which we are hoping will be in June/July part of their remit will be to work through the historic burial information and digitise it. Aiming to complete work depending on recruitment by end of year December 2023.	31/12/2023 Future Action

Grounds Maintenance 2019-20	Rec. No. 1
Summary of Weakness / Recommendation	Risk Rating
<p>Arrangements for ensuring the updated GIS system remains accurate and up-to-date had not been confirmed.</p> <p>We recommend that a corporate decision is secured on where the responsibility lies for ensuring the GIS system is accurately maintained and up-to-date, and that this decision is effectively communicated and resourced.</p>	Low Risk
Management Response/Action Details	Action Date
A project to map all environmental assets on the Corporate GIS system has been concluded. A report to E&DS and F&M Committees has allocated resources to Operational Services to maintain the data on GIS. A further process is being developed to ensure all departments provide the required data to Operational Services in order to accurately maintain the Environmental Assets layer on GIS.	01/01/2021
Status Update Comments	Revised Date
The project to include the Grounds Maintenance information onto the Corporate GIS system was concluded in September 2022 and a review of the system was undertaken by a technical officer. Amendments and additional data will be maintained on an ongoing basis by the Operational Services Technical Officer. The remainder of departmental services are responsible for ensuring their own data is added and maintained in the corporate system. The responsible officer for this further implementation is yet to be agreed, along with the revised action date.	31/10/2023 Future Action
Internal Audit has assigned a future action date to prompt a follow-up of this matter.	

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Grounds Maintenance 2019-20		Rec. No. 2
Summary of Weakness / Recommendation		Risk Rating
<p>The specification and associated bills of quantities were out-of-date, having not been updated since 2011.</p> <p>We recommend that resources should be identified to review and update the specification and associated bills of quantity to reflect the current situation, to ensure better clarity over the areas covered within the 'contract' and the detailed requirements.</p>		Low Risk
Management Response/Action Details		Action Date
<p>Previous detailed specification to be reviewed for Housing land and Cultural and Community Service land. Timing will depend on when restructures are in place. Officers with operational responsibility are the Parks and Green Space Manager and the Housing Improvement and Asset Manager.</p>		01/10/2021
Status Update Comments		Revised Date
<p>Information/data that was available to transfer from the existing specification and Bill of Quantities has been added to the Operational Services GIS system. This data will need to be fully reviewed in conjunction with the clients and any missing data added. This work will require substantial time resources and will need to be scheduled after significant projects such as implementation of a new waste management system, route optimisation and the hydrogen hybrid trial, within Operational Services have been completed.</p>		<p>31/10/2024</p> <p>Future Action</p>

Grounds Maintenance 2019-20		Rec. No. 8
Summary of Weakness / Recommendation		Risk Rating
<p>Monitoring of quality of work performed did not take place or was not formally recorded.</p> <p>We recommend that regular quality monitoring is undertaken to ensure that quality of work meets the standards set within a revised specifications, and any performance issues are addressed.</p>		Low Risk
Management Response/Action Details		Action Date
<p>Quality Monitoring Schedule derived from annual plan/programme for Housing Land and Cultural and Community Services land to be implemented. Officers with operational responsibility are the Parks and Green Space Manager and the Housing Improvement and Asset Manager.</p>		01/04/2021
Status Update Comments		Revised Date
<p>A revision to the specification will not be ready until October 2024, in the interim. The charge hands and supervisors will be required to undertake several monitoring inspections a month, utilising a paper-based system. These will be used to monitor performance and delivery of the teams and quality assess the work being undertaken. This practice will continue until such time as a digital system can be installed. The introduction of a digital GM system will require substantial time resources and will need to be scheduled after significant projects such as implementation of a new waste management system, route optimisation and the hydrogen hybrid trial, within Operational Services have been completed.</p> <p>Internal Audit will require evidence of the manual system being in place and at that point would be happy to sign this recommendation off.</p>		<p>31/10/2024</p> <p>Future Action</p>