



central midlands audit partnership

South Derbyshire District Council – Audit Progress Report

Audit Sub-Committee: 7th December 2022



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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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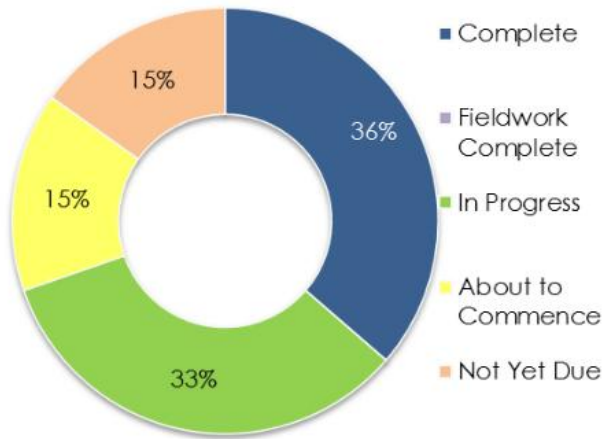
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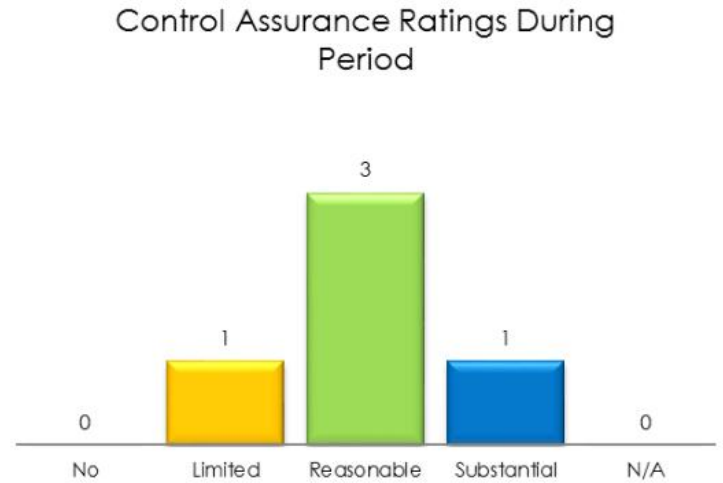
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AUDIT DASHBOARD

Plan Progress

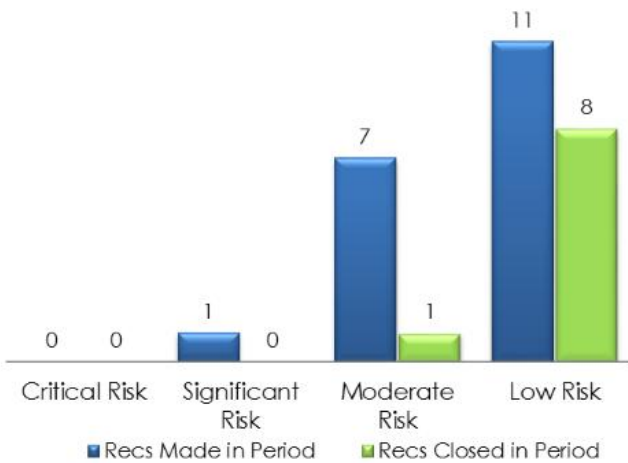


Jobs Completed in Period



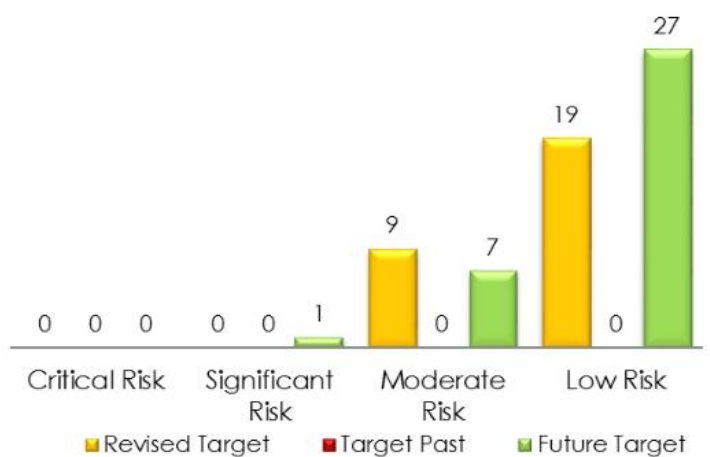
Recommendations

Movement During Period



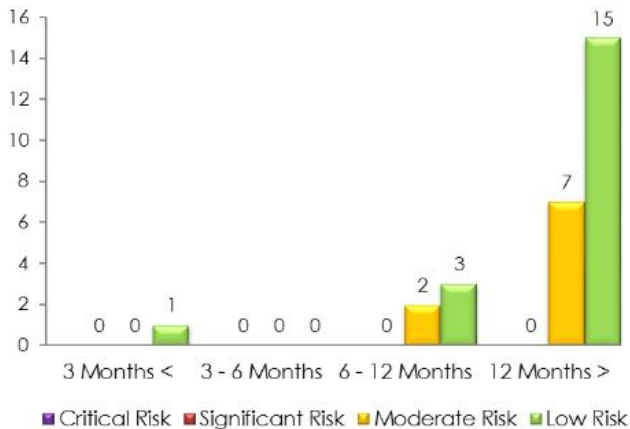
Recommendations

Recommendations Currently Open



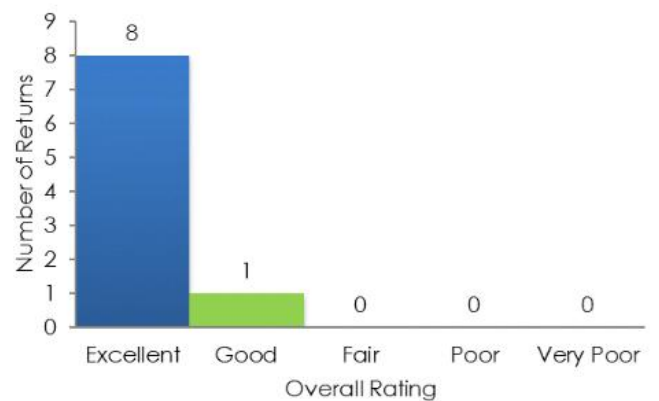
Recommendations

Overdue Recommendations



Customer Satisfaction

Returns Between Nov 21 & Nov 22



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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 31st October 2022.

2022-23 Assignments	Status	% Complete	Assurance Rating
Records Management 2022-23	In Progress	45%	
Risk Management 2022-23	Final Report	100%	Reasonable
Procurement 2022-23	Not Allocated	0%	
Safeguarding 2022-23	Allocated	15%	
Main Accounting System 2022-23	Not Allocated	0%	
Treasury Management 2022-23	In Progress	75%	
Capital Programme 2022-23	In Progress	15%	
Banking Services 2022-23	Final Report	100%	Substantial
Officers Expenses & Allowances 2022-23	Final Report	100%	Reasonable
Revenues Systems 2022-23	Allocated	5%	
Mobile Device Management	Allocated	15%	
Data Quality & Performance Management 22-23	In Progress	70%	
Grant Certification 2022-23	In Progress	50%	
Waste Management 2022-23	Not Allocated	0%	
Street Cleansing 2022-23	Not Allocated	0%	
Development Management 2022-23	Allocated	15%	
Parks & Open Spaces 2022-23	Allocated	10%	
Rosliston Forestry Centre 2022-23	Final Report	100%	Reasonable
Housing Safety Inspections 2022-23	Not Allocated	0%	
Sheltered Housing / Careline 2022-23	In Progress	15%	
Land Charges 2022-23	Allocated	10%	
Organisational Culture & Ethics 2022-23	In Progress	10%	
Economic Development 2022-23	Allocated	10%	
B/Fwd Assignments	Status	% Complete	Assurance Rating
Procurement 2021-22	Final Report	100%	Reasonable
Income Streams 2021-22	Final Report	100%	Reasonable
Payroll Probity 2021-22	Final Report	100%	Limited
Creditors 2021-22	Final Report	100%	Reasonable
Housing System IT Upgrades	In Progress	70%	
People Management 2021-22	Final Report	100%	Substantial
Homelessness 2021-22	Final Report	100%	Substantial
Corporate Governance 2021-22	Final Report	100%	Reasonable
Leisure Centres 2020-21	Final Report	100%	Reasonable
Electoral Services 2020-21	In Progress	75%	

Plan Changes

None.

Assignment Delays

The three assignments brought forward from last year's plan have all suffered delays in their completion and certain 2022-23 assignments are experiencing difficulties getting underway.

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- **Housing System IT Upgrades** – Delays have been experienced obtaining information regarding the system host provider's activities and processes.
- **Electoral Services** – This assignment has stalled. Evidence to refute Audit's findings has been promised by the Head of Service, but the information provided does not support management's assertions. As such we propose to issue a draft report with our findings as they stand.
- **Land Charges** – This assignment was initially planned for delivery in Quarter 2 of last year's Audit Plan. This was due to the significant risk of a continued overspend on this service identified during our annual planning process. Unfortunately, we have been unable to engage with the relevant Head of Service to agree the scope and start date for this audit. We intend to forge ahead with our proposed scope with the agreement of the Chief Executive.
- **Organisational Culture & Ethics** – We are struggling to engage with the relevant Head of Service regarding the scope of this assignment. It is looking increasingly likely that this audit may slip into next year's Audit Plan.

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AUDIT COVERAGE

Completed Audit Assignments

Between 24th August 2022 and 24th November 2022, 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	
Banking Services 2022-23	Substantial					n/a
Officers Expenses & Allowances 2022-23	Reasonable			2	1	0%
Rosliston Forestry Centre 2022-23	Reasonable			1	3	0%
Risk Management 2022-23	Reasonable				4	0%
Payroll Probity 2021-22	Limited		1	4	3	0%

Banking Services 2022-23					
Control Objectives Examined	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls	
To ensure that the Council only has appropriateness and necessary of bank accounts in operation.	5	5	0	0	
To ensure that there are adequate controls around checking the validity of bank transactions.	6	6	0	0	
Where procurement cards are in use there should be checks and controls in place to ensure that their use is managed and appropriate.	8	8	0	0	
TOTALS	19	19	0	0	
Summary of Weakness		Risk Rating	Agreed Action Date		
This report contains no recommendations, as no key control weaknesses were identified by the audit review.					

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Officers Expenses & Allowances 2022-23					
To ensure that expense claims made comply with the rules and relevant policies and procedures of the Council.	7	5	2	0	
To ensure that appropriate and adequate checking takes place prior to authorisation.	3	3	0	0	
To ensure that payments made to staff are calculated correctly, reflect accurately the claim made and are paid promptly.	6	3	3	0	
TOTALS	16	11	5	0	
Summary of Weakness		Risk Rating	Agreed Action Date		
The Expenses Policy was considered to be out-of-date, and no longer provided a comprehensive guide for claiming expenses.		Low Risk	01/04/2023 Future Action		
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 rates used were considered to be uneconomic and did not offer efficiency or value for money for the residents in the District.		Moderate Risk	31/07/2023 Future Action		
Of the 10 mileages claims we tested, none were completed in line with the Council's Expenses Policy, and the mileage claimed could independently verified for only two of these.		Moderate Risk	31/03/2023 Future Action		

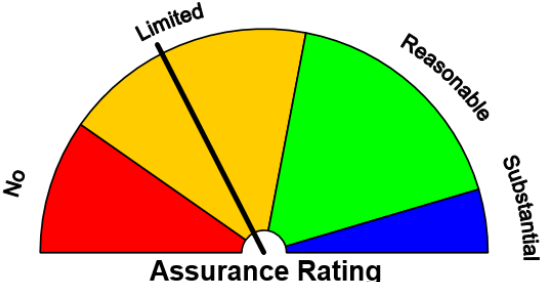
Rosliston Forestry Centre 2022-23					
Control Objectives Examined	Controls Evaluated	Adequate Controls	Partial Controls	Weak Controls	
Income received at the Centre is held securely, fully reconciled, and banked where appropriate, in adherence with relevant financial policies and procedures.	11	9	2	0	
Measures introduced to develop the Forestry Centre as a tourist destination are effectively implemented and add value to the Centre, improving accessibility and promoting the activities on offer.	12	8	2	2	
TOTALS	23	17	4	2	
The combination to the safe had only been changed twice in the past four years.		Low Risk	01/04/2023 Future Action		

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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.	Moderate Risk	01/06/2023 Future Action
The lodge booking system was not intuitive, did not make costs clear and relied on manual intervention to collect payment.	Low Risk	01/04/2023 Future Action
No customer feedback was taken on site, other than that offered by the public, and this information was not reviewed regularly or used to inform future marketing or development of the Centre.	Low Risk	01/06/2023 Future Action

Risk Management 2022-23	Assurance Rating			
	No	Limited	Reasonable	Substantial
The Council's approach to risk management culture is led from the top.	9	6	3	0
There is a clear policy statement and guidance documents in place.	3	1	2	0
The management of risk in partnerships/shared services is clearly identified and financial resources are adequate to support the Risk Management Framework.	4	3	1	0
The Risk Management Framework is supported by adequate procedures and processes.	5	4	1	0
A sound approach to risk management is adopted throughout the Council.	5	4	1	0
Elected members and staff are aware of the risk management process and their role within it.	3	1	2	0
TOTALS	29	19	10	0
Summary of Weakness		Risk Rating	Agreed Action Date	
There was a lack of clarity within the Risk Management Framework as to how certain processes within the risk management process were to be accomplished/achieved.		Low Risk	28/02/2023 Future Action	
The risk appetite wasn't clearly defined in the Risk Management Framework and allowed for a range of interpretations to be made by officers.		Low Risk	28/02/2023 Future Action	
The risks arising from partnerships / shared services had not been fully identified and subsequently had not been fully risk managed as part of the current risk management processes.		Low Risk	31/03/2023 Future Action	
There were no arrangements in place for the assessment of development needs and/or a training plan for risk management with respect to officers.		Low Risk	31/01/2023 Future Action	

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Payroll Probity 2021-22	 <p style="text-align: center;">Assurance Rating</p>			
To gain assurance that the actions taken to address recommendations from the previous Payroll audits, in 2018/19 and 2019/20 are implemented and embedded.	6	2	1	3
To gain assurance over the probity of payments made through the payroll - new starters.	6	3	0	3
To gain assurance over the probity of payments made through the payroll - leavers.	3	1	1	1
To gain assurance over the probity of payments made through the payroll - variations in pay and recurring deductions and payments.	1	0	0	1
To gain assurance over the probity of payments made through the payroll - variations to standing data.	2	1	0	1
TOTALS	18	7	2	9
Summary of Weakness		Risk Rating	Agreed Action Date	
<p>The Payroll Manager and HR Supervisor user profiles on the Resource Link Payroll system remained broadly similar and did not enforce separation of duties between officers, so that those who maintain personnel and establishment records could not also process the payroll, and vice versa.</p> <p>While we conceded that such access levels were necessary for the Council to operate this function effectively, due to resources and local circumstances, the previously agreed mitigating controls agreed in November 2020 to reduce the risks arising from this issue, had still not been implemented.</p> <p>There were therefore no checks to confirm the probity of entries made to the HR and Payroll system, resulting in opportunities for potential personal gain being available to officers.</p>		Significant Risk	01/04/2023 Future Action	
<p>Adequate documentation was not held on the document retention system to confirm that the required eligibility checks /actions had been completed for new starters, including formal confirmation of start dates.</p> <p>Completion of the Recruitment Checklist for new appointments, the agreed action in November 2020, had lapsed and HR could not demonstrate that the recruitment documentation and processes were complete for all new starters sampled from September 2021.</p>		Moderate Risk	01/01/2023 Future Action	
<p>The Council was unable to categorically demonstrate from the records kept, that changes to officers' remuneration had been properly approved, prior to the change being implemented.</p> <p>Change in Terms & Conditions forms were not immediately available to support changes made to employee's rates of pay, or the periods to which they relate, with evidence subsequently provided for some examples being backdated to cover the period of the change.</p>		Moderate Risk	01/01/2023 Future Action	
<p>The controls and processes being followed for new starters were not necessarily being implemented as those described in the Recruitment Policy and Procedure, which was considered by HR Management to be out-of-date.</p> <p>This is again an ongoing matter, first raised in November 2020, that makes auditing</p>		Moderate Risk	01/04/2023 Future Action	

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compliance with the Councils own rules and regulations rather pointless.		
<p>Evidence to confirm that probationary periods had been completed, and the outcomes thereof, were not retained in the document retention system and were not immediately available upon request.</p> <p>The Payroll Manager has indicated that confirmation is not received to indicate whether payments of salary should continue or cease upon the conclusion of a probationary period. Only changes in grade and salary awarded at the time that a probationary period is completed successfully would be identified and entered to the Resource Link Payroll system.</p> <p>Again, this matter was covered in the November 2020, where it was agreed that such confirmation will be obtained from the employee's recruiting manager and provided to Payroll, before any resultant increment is awarded.</p>	Low Risk	01/04/2023 Future Action
<p>Leaver forms were not being posted to the document retention system by HR promptly; advice of required adjustments to leavers pay were merely passed to the Payroll section by way of a spreadsheet by the HR section. Thus, the Payroll Manager was unable to perform a check that the information on the spreadsheet aligned with that on the leaver form, completed by the leaver's manager.</p> <p>An overpayment of 11 days holiday pay was subsequently made to one employee on leaving to the value of £1,557.68.</p>	Moderate Risk	01/01/2023 Future Action
<p>Excessive overtime hours were authorised, without confirmation that employees waived a right to a maximum of 48 hours work time weekly under the Working Time regulations.</p>	Low Risk	01/01/2023 Future Action
<p>A change made to an employee's bank details in the Resource Link system could not be verified, as the notification form was not held on the document retention system. We were informed that the majority of employees now have access to the MyView self-service module for HR where they can manage bank account changes themselves. This manual process would now only concern those members of staff without network access such as those based at the Depot.</p>	Low Risk	01/01/2023 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
22-Nov-22	Payroll Probity	Limited			8
31-Oct-22	Rosliston Forestry Centre 2022-23	Reasonable			4
31-Oct-22	Risk Management 2022-23	Reasonable			4
24-Oct-22	Officers Expenses & Allowances 2022-23	Reasonable			3
02-Aug-22	Income Streams	Reasonable			6
22-Aug-22	Homelessness 2021-22	Substantial			1
23-Feb-22	Climate Change	Substantial		1	1
29-Jul-22	People Management 2021-22	Substantial			1
31-Mar-22	Revenues Systems 2021-22	Substantial			2
10-Mar-22	Rent Accounting 2021-22	Reasonable		2	2
06-Sep-21	Data Protection & FOI 2021-22	Reasonable		2	
15-Sep-21	Insurance	Substantial			1
06-Jan-21	Tenancy Management (Interventions & Support)	Substantial		1	
19-May-22	Leisure Centres 2020-21	Reasonable			1
03-Feb-21	Waste Management (Trade Waste)	Reasonable		2	
16-Jun-21	Housing Repairs 2020-21	Limited		6	
06-Aug-20	Bereavement Services 2019-20	Reasonable		2	
22-Oct-20	Grounds Maintenance 2019-20	Reasonable		5	1
26-Mar-19	Fleet Management	Reasonable		1	
29-Aug-19	Corporate Governance 2018-19	Reasonable		1	
12-Feb-19	PCI Compliance 2018-19	Reasonable		3	
31-Oct-22	Parks & Open Spaces	Reasonable		2	
		TOTALS		28	35

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
Climate Change						1
Rent Accounting 2021-22					1	1
Data Protection & Freedom of Information 21-22					1	1
Tenancy Management (Interventions & Support)						1
Waste Management (Trade Waste)					1	1
Housing Repairs 2020-21					3	3
Bereavement Services 2019-20					1	1
Grounds Maintenance 2019-20					1	4
Fleet Management						1
Corporate Governance 2018-19						1
PCI Compliance 2018-19					1	2
Parks & Open Spaces						2
TOTALS					9	19

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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.

PCI Compliance 2018-19	Rec No. 8
Summary of Weakness / Recommendation	Risk Rating
<p>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.</p> <p>We recommend that the Council establishes a PCI Compliance Action Plan which should take account of the non-compliance fees being paid and should look to work with the third party to ensure that they are able to provide compliance to them and remove the non-compliance fee. The Council should also determine what benefits the Council receives for the PCI DSS Management Fee and verbal assessment.</p>	Moderate Risk
Management Response/Action Details	Action Date
This matter has been raised with Capita360 and there are several issues that have been raised previously about responsibility for the various elements of PCI DSS compliance and which appear to affect compliance. Following the meeting with Capita on 15 th February 2019 a compliance action plan will be drafted for agreement by each team.	01/04/2019
Status Update Comments	Revised Date
The Council intends to be PCI Compliant by the end of January 2023. We will then attest compliance on a channel by channel basis and renew annually.	31/01/2023 Future Action

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
We will look to do an options appraisal to identify future service delivery, this could be either in-house or to go out to formal tender. This appraisal should be concluded by	01/03/2023

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February 2023 and subsequent action will then be taken thereafter.	Future Action
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Grounds Maintenance 2019-20	Rec No. 6
Summary of Weakness / Recommendation	Risk Rating
<p>Reactive work requested and performed was not consistently recorded.</p> <p>We recommend that reactive work requests should be logged and the outcome recorded. This should include, as a minimum, the following details:</p> <ul style="list-style-type: none"> Date and time issue was reported. Location of work. Details of issue. Urgency. Customer details. Work completed date. Time spent on work. Operative name. Outcome. <p>This information should be monitored to draw out the following:</p> <ul style="list-style-type: none"> Time spent on reactive work vs planned work, to inform workforce planning. Responsiveness to requests, to allow effectiveness to be determined. Trends in the types of work requested, to inform planned maintenance. 	Moderate Risk
Management Response/Action Details	Action Date
Operational Services is currently undertaking a management restructure, a formal process will be developed and implemented following this restructure.	01/04/2021
Status Update Comments	Revised Date
Action date has been revised to the Autumn when the new Heads of Cultural and Community Services and Operational Services will be in post	30/11/2022
Future Action	

Waste Management (Trade Waste)	Rec No.6
Summary of Weakness / Recommendation	Risk Rating
<p>Mandatory Health & Safety training had not been refreshed in line with the required 3-year timescale.</p> <p>We recommend that, whilst being mindful of the current Covid-19 restrictions, the delivery of mandatory Health & Safety training is pursued and delivered as a priority, when safe to do so. To bring the required training up-to-date, this should incorporate all members of the team and include all those Health & Safety training courses which are mandatory. Whilst training delivery continues to be problematic due to the Covid-19 pandemic, toolbox talks should continue in an effort to keep Health & Safety awareness at the forefront of everyone's mind.</p>	Moderate Risk
Management Response/Action Details	Action Date
Mandatory training, including but not limited to Health & Safety, for all Operational Services employees, without access to Myview, has now been organised. The training will be delivered over the following dates to ensure Covid safety measures are followed during delivery of the training. 3rd February, 23rd February, 10th March, 11th March, 23rd March, 25th March and 1st April	01/04/2021
Status Update Comments	Revised Date
Due to capacity within the Trade Waste and Fleet Management service and the absence of a permanent Head of Service, this recommendation will be held-over until September 2022, to allow time for this position to have been filled and for action to	01/09/2022
Action Due	

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have either been taken or at least commenced

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>Electronic job ticket process in trial with DLO. Full implementation will rely on the upgrade of the Orchard system and the commencement of new Repairs Manager in Post. An outline timetable for the implementation of dynamic scheduling/mobile working has been agreed with Orchard MRI for completion by December 2023.</p>	<p>01/03/2023</p> <p>Future Action</p>

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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
The implementation of an App to control stock purchase is in implementation with the major supplier and in discussion with the secondary supplier. This will not progress further until the commencement in post of the New Repairs Manager. The comprehensive management of this will be delivered through the implementation of additional Dynamic Scheduling Software which has a prospective completion date of December 2023.	01/03/2023 Future Action

Housing Repairs 2020-21	Rec No. 6
Summary of Weakness / Recommendation	Risk Rating
<p>Van stocks were not being tightly controlled, as annual audits only consisted of a count and valuation and did not track the usage of materials.</p> <p>The Council should consider how the van stock audit regime might be strengthened to prevent the possible theft of materials. This should include an annual audit based on an inventory of van materials, taking into account materials purchased and materials used over the period to identify possible discrepancies, along with in-year spot checks.</p>	Moderate Risk
Management Response/Action Details	Action Date
<p>A quarterly audit of van stock will be implemented by the new Repair Manager once appointed.</p> <p>An electronic method of managing materials and van stocks is being investigated with the current materials provider.</p>	01/10/2021
Status Update Comments	Revised Date
New controls are in place with regard to the purchase of materials and a new secondary materials supplier has been appointed. Both providers have electronic solutions for the management of materials which will be progressed further once the new Repairs Manager is in place in November 2022.	01/01/2023 Future Action

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Data Protection & Freedom of Information 2021-22	Rec No. 3
Summary of Weakness / Recommendation	Risk Rating
<p>Not all staff had completed the annual mandatory GDPR refresher training and not all Members had attended and completed GDPR training.</p> <p>We recommend that training on GDPR is included as annual refresher training for Members as well as it being included as part of their induction training when newly elected to the Council. The progressive completion of mandatory GDPR refresher training for staff should be monitored on a regular basis to ensure that there is a high percentage rate of completion. Non-compliance with mandatory training should be identified and appropriate action to address non-compliance should be considered and acted on as a priority.</p>	<p>Moderate Risk</p>
Management Response/Action Details	Action Date
<p>GDPR training is mandatory part of induction, and an annual refresh is required. Non-compliance will be escalated to the relevant Strategic Directors.</p>	<p>31/12/2021</p>
Status Update Comments	Revised Date
<p>This relates to a rolling 12 months and not all employees have completed the training but the fact that they haven't has been escalated and a new process whereby a monthly snapshot is emailed to Heads of Service. Members have not yet undertaken a GDPR training session. This was due to take place at the end of September but didn't happen. The training is delivered by a third party. New dates for training delivery have been requested and an update will be provided when these have been booked. Action date revised to end of November in the interim.</p>	<p>01/12/2022 Future Action</p>

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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>Working Group set up across Council Departments. Written process and documentation nearing completion. Writing out to tenants to give 28 days notice of billing to commence 01/10/2023.</p>	<p>31/01/2023</p> <p>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.

Parks & Open Spaces	Rec No. 5
Summary of Weakness / Recommendation	Risk Rating
<p>Files and documentation confirming compliance with safety standards was not held centrally, but rather in separate project files in the Cultural Services Department.</p> <p>We recommend that the documentation held by the Council in respect of play equipment and playground surfacing which demonstrates compliance with the relevant safety standards, should be held centrally. Ideally, the relevant documents confirming compliance for each play area should be scanned and stored on separate electronic files, headed up for each play area. Access to the files should be allowed for both the Open Space and Facilities Development Manager and the Street Scene Manager. This would allow all officers involved in the process to access the information as necessary (i.e. for ordering parts) and would serve to ensure that the information was complete and easily accessible.</p>	Low Risk
Management Response/Action Details	Action Date
Central folder to be set up for all Play Equipment paperwork on S Drive. Scan in all relevant documents.	31/03/2018
Status Update Comments	Revised Date
<p>The process of writing a business case is currently underway for business transformation to procure a play inspection app which complies with this recommendation and would also include hosting all the scan copies of previous inspections for the mandatory 21 yrs.</p> <p>Procurement exercise has been undertaken and a demonstration is being held on 7th October to confirm the winning supplier.</p>	<p>01/12/2022</p> <p>Future Action</p>

Parks & Open Spaces	Rec No. 7
Summary of Weakness / Recommendation	Risk Rating
<p>Signs at play areas did not clearly identify the site operator, relying instead on a display of the Councils emblem, not necessarily identifiable with all users of the play areas. In addition, out of hours contact details differed on one sign compared to the other three we viewed.</p> <p>We recommend that the signs displayed at the children's play areas across the district clearly display, the name of the site operator, i.e. the district council or parish council as appropriate. This would allow users of the play areas to clearly identify the site operators in the event of accident or equipment failure. In addition, all the signs situated in the play areas should display the correct contact numbers, both in and out of office hours.</p>	Low Risk
Management Response/Action Details	Action Date
Review of signage to be undertaken. New signage to be designed and approved. New signs to be installed on all Council operated play areas – NOTE: subject to budget/cost constraints	31/03/2018
Status Update Comments	Revised Date
<p>We have completed the design of the new signage and have created a South Derbyshire Parks and Green Spaces "brand" as the backdrop for all the new signage. The hope is that the first 25 will be erected in the summer months.</p>	<p>01/12/2022</p> <p>Future Action</p>

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Slight delay in implementation, due to other priorities, but SDDC sites all identified and will be going out for procurement on signs shortly.

PCI Compliance 2018-19	Rec. No. 4
Summary of Weakness / Recommendation	Risk Rating
<p>The Council had not maintained an inventory of hardware and software components relating to equipment used to take card payments.</p> <p>We recommend that the Council either introduces an inventory of hardware and software components relating to equipment used to take card payments or these devices are removed in favour of alternative methods the Council uses to receive card payments.</p>	Low Risk
Management Response/Action Details	Action Date
We are in the process of removing the android chip and pin devices and replacing with a single digit device. The kiosks will be replaced by December 2019 as not PCI DSS compliant beyond that date Our understanding is that firmware is incorporated with the machines	01/01/2020
Status Update Comments	Revised Date
The Card Payment Data Security Policy has been reviewed with Section 19 (PCI DSS (Payment Card Industry Data Security Standards) being updated. An Inventory of Hardware and Software components is currently being finalised. Software technology (Call Secure Plus) is also due to be deployed in January 2023 which will prevent spoken cardholder data	31/01/2023 Future Action

PCI Compliance 2018-19	Rec. No. 6
Summary of Weakness / Recommendation	Risk Rating
<p>The document which outlined duties and responsibilities in terms of PCI Standards contained out-of-date references.</p> <p>We recommend that the document outlining duties and responsibilities in terms of PCI Standards is updated to reflect the Council's current structure.</p>	Low Risk
Management Response/Action Details	Action Date
Procedural polices updates including communication and training to staff will be updated by Customer Services.	01/04/2019
Status Update Comments	Revised Date
The Card Payment Data Security Policy has been reviewed with Section 19 (PCI DSS (Payment Card Industry Data Security Standards) being updated. An Inventory of Hardware and Software components is currently being finalised. Software technology (Call Secure Plus) is also due to be deployed in January 2023 which will prevent spoken cardholder data being transmitted across Council infrastructure.	31/01/2023 Future Action

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Fleet Management		Rec. No. 2
Summary of Weakness / Recommendation		Risk Rating
<p>A number of policies and procedures related to vehicle management and driving were inconsistent with the current regulations, out-of-date or drafted but not formally approved.</p> <p>We recommend that the set of policies / procedures supporting the Vehicle Management Strategy are reviewed and updated to provide staff with clear instructions on the latest working practices.</p>		Low Risk
Management Response/Action Details		Action Date
<p>All Direct Services employees have had a driving licence check and signed a declaration of fitness to drive. A briefing will be submitted to the Leadership Team to establish the preferred option for checking all employees' driving licences.</p>		31/03/2020
Status Update Comments		Revised Date
<p>Due to capacity within the Trade Waste and Fleet Management service and the absence of a permanent Head of Service, this recommendation will be held-over until September 2022, to allow time for this position to have been filled and for action to have either been taken or at least commenced</p>		01/09/2022 Future Action

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
<p>Report being drafted to Leadership Team and Housing and Communities Committee.</p>		30/11/2020
Status Update Comments		Revised Date
<p>Additional resources and commencement of a Database Project will be required to address this matter. A further update will be provided in January 2023.</p>		01/02/2023 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
<p>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.</p>		01/01/2021
Status Update Comments		Revised Date
<p>New Head of Service to be appointed and date extended to Dec 2022.</p>		01/01/2023 Future Action

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Grounds Maintenance 2019-20	Rec. No. 5
Summary of Weakness / Recommendation	Risk Rating
<p>There was no formal process through which reactive works could be requested from Operational Services.</p> <p>The Council should develop a formal process through which requests for grounds maintenance works should be made. This would help to ensure that all requests are properly authorised, allocated and tracked. One option could be to introduce a standard Job Request Form and a dedicated email address to receive requests.</p>	Low Risk
Management Response/Action Details	Action Date
<p>A dedicated email already exists to receive requests GroundsDistList@southderbyshire.gov.uk. Operational Services is currently undertaking a management restructure, a formal process will be developed and implemented following this restructure.</p>	01/04/2021
Status Update Comments	Revised Date
<p>Action date has been revised to the Autumn when the new Heads of Cultural and Community Services and Operational Services will be in post.</p>	<p>30/11/2022 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>Action date has been revised to the Autumn when the new Heads of Cultural and Community Services and Operational Services will be in post.</p>	<p>30/11/2022 Future Action</p>

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Corporate Governance 2018-19	Rec. No. 2
Summary of Weakness / Recommendation	Risk Rating
<p>The Members' Code of Conduct had not been reviewed since 2014, and was found to be out-of-date.</p> <p>We recommend that the Council review and update the Members' Code of Conduct as soon as practically possible. A review schedule and version control should also be incorporated into the code to ensure that future reviews are conducted on a timely basis.</p>	Low Risk
Management Response/Action Details	Action Date
<p>The Members' Code of Conduct is compliant with current standards legislation. A review of the Code will be carried out in due course.</p>	31/12/2020
Status Update Comments	Revised Date
<p>The LGA has issued a revised Code of Conduct, along with guidance documents to assist with the Code. It has been decided by Full Council for the Code to be adopted in May 2023, following the next election. In the meantime, Members have had a copy of the draft for information and comment.</p>	<p>01/06/2023 Future Action</p>

Tenancy Management (Interventions and Support)	Rec. No. 1
Summary of Weakness / Recommendation	Risk Rating
<p>Tenants on Universal Credit (UC) did not have independent access to their details and rental account, specifically rent due dates and any accrued arrears.</p> <p>We recommend that Housing Services consider adding the self-service module to Orchard Housing System, to allow tenants on UC to access their details and manage their rental account remotely. This would ensure that tenants are fully in control of their funds.</p>	Low Risk
Management Response/Action Details	Action Date
<p>SDDC are considering the purchase and implementation of this module as part of the wider procurement of the Housing Management Software. A decision will be made by the end of February 2021</p>	28/02/2021
Status Update Comments	Revised Date
<p>SDDC will look to address this with the introduction of a Tenant Portal in Spring 2023. Currently Tenants are aware that rent is charged weekly on a Monday as this is stated in their tenancy agreement and the amount charged will be on the copy of their tenancy contract page. When the rent increases or decreases each year, the tenants are informed of this. They also receive rent statement (s) and rent arrears letters advising of their rent situation. Customer services also provide this information when a tenant contacts them direct. At present, tenants requiring information on rent due dates or their arrears would contact their Housing Officer or customer services who would provide this information from the Orchard Screen verbally to the tenant or confirm this information in writing by text, email or letter or by sending a rent statement.</p>	<p>01/07/2023 Future Action</p>

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Housing Repairs 2020-21	Rec. No. 9
Summary of Weakness / Recommendation	Risk Rating
<p>Post inspections were not being carried out on a sample of day-to-day repairs.</p> <p>We recommend that a regime of post inspections for a sample of day-to-day repairs is developed and implemented. Inclusion of aspects such as, materials usage and time spent on the repair should be considered. This process should be managed by the Repairs & Improvements Team Leader to ensure a broad spread of all work types are covered and that any issues identified are duly investigated and rectified.</p>	Low Risk
Management Response/Action Details	Action Date
A trial post inspection regime is now in place. The effect of this will be reviewed by the newly appointed Repair Manager prior to implementation within the team.	01/11/2021
Status Update Comments	Revised Date
In house automated process designed subject to MRI system changes	01/01/2023
	Future Action

Housing Repairs 2020-21	Rec. No. 10
Summary of Weakness / Recommendation	Risk Rating
<p>There was no clear process by which work was allocated to the repairs & maintenance contractor, rather than the Direct Labour Organisation (DLO), and there was no formal monitoring of the distribution of work to the DLO in comparison to the contractor.</p> <p>We recommend that a robust process is developed to ensure that the split of work allocated to the DLO versus the contractor fully considers the type and quantity of work, to ensure this maximises capacity, costs and efficiency. Furthermore, the work allocation should be suitably monitored to enable any trends relating to skillsets or capacity to be identified and addressed.</p>	Low Risk
Management Response/Action Details	Action Date
<p>The Contract with NOVUS for day to day repairs is a support contract. This requires them to operate with a high degree of flexibility in order to meet repair requests that the in house team cannot fulfil. This can be for a number of different reasons for any given repair.</p> <ul style="list-style-type: none"> In the case of electrical works the current DLO do not have any electricians so are unable to complete any such works. In the case of repairing/replacing wet room repairs the DLO do not have any operatives qualified to carry out this work. In all other areas of work the contractor may be required to assist for a range of reasons, including the staff availability, scale and nature of works Monitoring of day to day repair works issued and completed by the contractor is carried out as part of the monthly contract monitoring process. A formal process for the allocation of works will be included within the procedural notes to be completed in response to Recommendation 1 above. 	30/11/2021
Status Update Comments	Revised Date
The Repair Manager Post has been vacant with a new manager due to start in November 2022	01/01/2023
	Future Action

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Housing Repairs 2020-21	Rec. No. 11
Summary of Weakness / Recommendation	Risk Rating
<p>Customer satisfaction was not being routinely measured for day-to-day repairs carried out by the Direct Labour Organisation (DLO).</p> <p>We recommend that the existing Customer Satisfaction Survey is utilised when day-to-day repairs are completed by the DLO and that performance is monitored accordingly.</p>	Low Risk
Management Response/Action Details	Action Date
A trial post inspection regime is now in place. The effect of this will be reviewed by the newly appointed Repair Manager prior to implementation within the team.	01/10/2021
Status Update Comments	Revised Date
Paper satisfaction survey is still in use, text based survey to follow.	01/03/2023
	Future Action

Waste Management (Trade Waste)	Rec. No. 5
Summary of Weakness / Recommendation	Risk Rating
<p>No performance measures were in place for the Trade Waste collection service.</p> <p>We recommend that management consider introducing performance measures in respect of the Trade Waste collection service. This would serve to ensure the service delivered was being efficiently and reliably managed and that the service remained viable in a competitive market.</p>	Low Risk
Management Response/Action Details	Action Date
Performance indicators will be reviewed during the next draft of the Operational Services Service plan when consideration will be given to performance measures for Trade Waste	30/09/2021
Status Update Comments	Revised Date
Due to capacity within the Trade Waste and Fleet Management service and the absence of a permanent Head of Service, this recommendation will be held-over until September 2022, to allow time for this position to have been filled and for action to have either been taken or at least commenced.	01/09/2022
	Action Due