

OUTSTANDING ISSUES

ITEM	PROGRESS OFFICER
<p>Housing Benefit Verification (Minute 297/00)</p> <p>Resolved</p> <p>1) That the Council agrees in principle to adopt the Housing Benefit Verification Framework subject to:-</p> <ul style="list-style-type: none"> i) An Officer Working Group being set up to further examine the implications of adoption; ii) Sufficient suitable reception area changes; iii) Appropriate levels of funding from the DSS. <p>2) That Member Budget Monitoring Sub-Committee in the first instance be asked to consider the funding implications of increasing resources in the Housing Benefit Team by one Benefit Assessor and one part-time Administrative Assistant to meet the current case load demand. (HRHM)</p>	<p>Small officer working party has been set up to devise implementation programme. Expected date to finalise and be fully VF compliant in February 2002. Report on reception has gone to Committee and identified problems but no solutions. This is still the biggest area of concern.</p> <p>Approval has been given for 1.5 staff who are now in post. Implemented</p>
<p>Audit Commission Performance Indicators, 1999/2000 (Minute 404/00)</p> <p>Resolved</p> <p>That the Audit Commission's Performance Indicator results be noted, with the Committee to be advised of the cost, including advertising, of this information. (CEX)</p>	<p>See separate report on Performance Indicators. Implemented</p>

<p>Car Park Administration (Minute 2/01)</p> <p>Resolved</p> <p>That an audit of the Car Park service be conducted early in the new financial year, with the results being reported to this Committee before the August recess.</p> <p>That the number of notices issued per hours <u>on patrol</u> replace the number of notices issued per hours <u>on duty</u> as a measure of the performance of Patrol Officers, subject to continued monitoring of the time taken in carrying out “special instructions”.</p> <p>That Patrol Officers should not be set prescriptive targets for the issue of penalty notices.</p> <p>That the revised targets for implementation of the service improvement action plan be agreed, and that reportable discrepancies of performance remain at 15%.</p> <p>That Officers investigate the possibility of adjusting the hours during which car parks are patrolled, with a further report back to this Committee.</p> <p>That audit reports should be presented to this Committee within three months of their completion, with Members being informed of instances where this timetable is not achievable. (HRHM)</p>	<p>Implemented</p> <p>Implemented</p> <p>Agreed</p> <p>Implemented</p> <p>T&ES agreed this should be considered with DPE</p> <p>Implemented</p>
<p>BENCHMARKING AUDIT SERVICES (Minute 245/01)</p> <p>Resolved</p> <p>(1) That, subject to a detailed analysis of the responses made in Appendix 2 to the report, the information contained in the</p>	<p>Members requested clarification on the information provided to the 5th July Audit Committee on the survey results.</p>

benchmarking exercise be noted.

The survey forms asked for the Head of Service or Manager to tick if they *Strongly Agree, Agree, Neither Agree nor Disagree, Disagree or Strongly Disagree* with the statement made.

Internal Audit classed any disagree or strongly disagree as an unacceptable response.

General Survey - Questions 2 & 3 were more specific to departmental managers and not therefore applicable to the Chief Executive who did not tick these statements.

The unacceptable responses related to three different Heads of Service disagreeing with some of the statements made. This provides an indication of areas within which Internal Audit may need to raise their profile and be more aware of the current issues affecting divisions.

The survey also showed that Internal Audit was considered to be of value to divisions and the Authority.

Views of the managers will be taken into account as part of the development of the Internal Audit process.

Post Audit Survey - The surveys were completed following five audits undertaken during 2000/01. One manager said she would always disagree with question one as it was never a convenient time to be audited, but did agree that audit provided a quality service. The remainder of the unacceptable response came from one Head of Service based on one audit. The questionnaire was discussed with him at the time, he did not draw the unacceptable responses following a reminder that he had approved the original audit

<p>(2) That the further work outlined in the report as part of the monitoring of the Internal Audit process be agreed.</p> <p>(3) That the Audit & Process Review Manager reviews the audit planning process and monitoring system. (CEX)</p>	<p>outline and objectives. Implemented</p> <p>To be reported before year end</p> <p>To be reported before year end</p>
<p>MONITORING REPORT (Minute 246/01)</p> <p>Resolved</p> <p>(1) That the additional Audit Commission publications be acknowledged and the recommended best practice arising from them be noted.</p> <p>(2) That the updated monitoring sheet for the Audit Commission publications be agreed.</p> <p>(3) That the monitoring sheet for the external audit recommendations, including the value for money reports, be agreed.</p> <p>(4) That the monitoring sheet for the Best Value Performance Plan recommendations be agreed.</p> <p>(5) That the monitoring sheet for the BFI recommendations be agreed. (CEX)</p>	<p>Implemented</p> <p>Implemented</p> <p>Implemented</p> <p>Implemented</p> <p>Implemented</p>

AUDIT REPORT (Minute 247)	
Resolved	
(1) That the recommendations from the audit reports listed be agreed, together with the updated information on the audit recommendations, subject to:-	Implemented
(i) Members being updated at the next meeting of the Audit Services Committee on the latest position in the anticipated process review in relation to Debtors.	Included in Audit Report
(ii) the consideration of the Audit Summary on Car Parks being deferred until Members have considered the full report at the next meeting of the Audit Services Committee.	Appendix 1 of Audit Report
(2) That the Contract Management Review Working Group be requested to produce a Contracts Best Practice Procedure Guide.	In progress
(3) That in noting the increase in performance in relation to the collection of Housing Rents, Members requested that the relevant officers be congratulated. (CEX)	Done - Implemented