

Insurance	22/23	It is recommended that concerns regarding insurance invoiced amounts are properly investigated and resolved by the relevant officers and any discrepancies are recorded	Desirable	Apr-23	31/07/2023	Y	This is now being undertaken as part of the accounts process. Any new procedures have been communicated to the team.	Chief Accountant/Head of I&D
Insurance	22/23	It is recommended that insurance invoices for the Council commercial properties are dealt with in a reasonable time to enable the Assistant Accountant (systems) to properly account for these transactions in a timely manner	Desirable	Apr-23	31/07/2023	Y	This is now being undertaken as part of the accounts process. Any new procedures have been communicated to the team.	Chief Accountant/Head of I&D
Insurance	22/23	It is recommended that the Council's Insurance Officer ensures Sutton BC provides Finance with details of progress made for claims under investigation, and also to provide updates on the status of any claim being negotiated in a reasonable time	Desirable	Apr-23	31/05/2023	Y	Actioned. The finance team is now working closer with Sutton to close down outstanding claims. There are now regular meetings in place to discuss claims	Chief Accountant/Insurance Officer/Head of I&D
Insurance	22/23	It is recommended that the Facilities Team Leader in conjunction with Council officers should review service department asset registers and bring them up to date with the all-risk spreadsheet to ensure all Council assets over an agreed minimum value are recorded and covered for insurance purposes.	Desirable	Apr-23	31/07/2023	N	The Asset Managers from the Economic and Development team will provide to finance a list of assets needing to be insured and provide reinstatement values, and Facilities will carry this out for Surrey Heath House assets. It is intended that a wider liaison process will be rolled out once Finance's Stabilisation Review has concluded and at the time an individual is assigned to take responsibility for operational matters, and act as the Council's Insurance Officer. A follow-up discussion with the Head of Property and Economic Development concluded that the review process should ensure that the Asset Manager-Retail, the Asset Manager-Office and Industrial, the Asset Manager-Community Properties and the Facilities Team Leader scrutinise and approve their individually assigned asset lists in order ensure that these records are complete and accurate	Chief Accountant/Insurance Officer/Head of I&D
Insurance	22/23	It is recommended that a working group is established to review the assets insured, and the status of all claims made against the Council during the year	Desirable	Apr-23	31/05/2023	Y	Actioned. The finance team is now working closer with Sutton to discuss insurance matters, including more regular meetings. A working group is no longer needed.	Chief Accountant/Insurance Officer
Creditors	22/23	Purchase orders should be raised in advance of the supply of goods and or services where possible and approved by the relevant budget holder or service managers. Items should be goods received when delivered and before invoices are received.	Desirable	May-23	31/12/2023	na	NOT YET DUE	Strategic Director F&CS
Creditors	22/23	It is recommended that Finance should check authorisation levels on the Civica financial system periodically. This is to avoid service officers being assigned authorisation levels on Civica that are not in line with their job roles.	Desirable	May-23	31/07/2023	Y	a reconciliation between civica, authorised signatory database and credit card portal has taken place and any errors have been flagged and corrected	Senior Accountant
Treasury	22/23	It is recommended that all loans are supported by way of senior officer approval, such as a signed loans agreement letter or similar.	Desirable	May-23	31/05/2023	Y	Chief Accountant or other senior officer in the accountancy service signs the borrowing paperwork for any new or rolled over loan going forward. An example of the paperwork to be signed was provided by the Chief Accountant.	Chief Accountant
Cash	23/24	The Post Room Team Leader and the Customer Services Manager should consider agreeing a way forward with the Council's Health & Safety Officer regarding the panic button issue in the post room.	Desirable	Jul-23	31/10/2023	Y	H&S have completed a risk assessment of the area and in consultation with FM arrangements for a panic button to be fitted in the Post Room is going ahead. There will be a receiver at main reception as well as in the Contact Centre to alert colleagues if activated.	Customer Services Manager/Post Room Team Leader
Cash	23/24	The Post Room and Customer Services Managers should consider relocating the panic button to a better location	Desirable	Jul-23	31/10/2023	Y	H&S have completed a risk assessment of the area and in consultation with FM arrangements for a panic button to be fitted in the Post Room is going ahead. New location has been agreed via the risk assessment process	Customer Services Manager/Post Room Team Leader
Cash	23/24	The post room staff should consider obtaining from the FM Officers the key that is used to re-set the panic button	Desirable	Jul-23	31/10/2023	Y	H&S have completed a risk assessment of the area and in consultation with FM arrangements for a panic button to be fitted in the Post Room is going ahead. There will be a receiver at main reception as well as in the Contact Centre to alert colleagues if activated.	Customer Services Manager/Post Room Team Leader
Cash	23/24	Going forward Finance should ensure that signatories should be promptly removed from the bank mandate when they leave the Council.	Desirable	Jul-23	N/A	Y	actioned by Finance staff	N/A
Revenues	23/24	Council tax refunds should only be authorised by Revenue Officers within their designated approval limits. Going forward the Revenues and Benefits Manager should consider increasing officer approval limits where necessary.	Desirable	Sep-23	31/10/2023	Y	This has already been part actioned. Other approval limits will be reviewed by 31/10/23.	Revs & bens Manager
Revenues	23/24	It is recommended that the Council ensures that BID levy payments are paid by charities which do not meet the BID levy exemption criteria and should be removed from the listing.	Desirable	Sep-23	31/10/2023	Y	These are exceptions agreed by the BID and as such are outside the Council's control. The new billing period has also picked up these issues.	Revs & bens Manager
Revenues	23/24	It is recommended that the Revenues service removes any business that are no longer trading in the Surrey Heath BID geographical area and reviews and updates the BID properties listing.	Desirable	Sep-23	31/10/2023	Y	These are exceptions agreed by the BID and as such are outside the Council's control. The new billing period has also picked up these issues.	Revs & bens Manager
Revenues	23/24	It is recommended that the Council and the BID company work together to resolve any debt recovery issues including suitable time frames that are practical and so that the Council is able to instruct Enforcement Agents when debts remain unpaid.	Desirable	Sep-23	31/03/2024	na	NOT YET DUE	Revs & bens Manager
Revenues	23/24	Debt recovery action should be undertaken consistently on all unpaid BID levy payments in line with the BID SLA/Operating Agreement.	Desirable	Sep-23	31/03/2024	na	NOT YET DUE	Revs & bens Manager
Revenues	23/24	It is recommended that the Council agrees with the BID Company the annual collection fee amount and that the collection fee is paid to the Council. Any back payments in respect of previous year collection fees should also be paid to the Council.	Essential	Sep-23	31/03/2024	na	NOT YET DUE	Revs & bens Manager
Revenues	23/24	It is recommended that the Council and the BID should both sign the BID Levy Operational Agreement so that its terms and conditions are made binding on all parties to the agreement.	Desirable	Sep-23	31/03/2024	na	NOT YET DUE	Revs & bens Manager
Revenues	23/24	It is recommended that the Council and the BID agree the total fee amount due to the Council for in year amendments to liable parties and that this figure be billed to the BID Company for payment as per the draft Operating Agreement.	Essential	Sep-23	31/03/2024	na	NOT YET DUE	Revs & bens Manager
Revenues	23/24	It is recommended that the Council and the BID agree the total fee amount due to the Council in respect of debt recovery and enforcement action taken on unpaid BID levy payments as per the BID agreement.	Essential	Sep-23	31/03/2024	na	NOT YET DUE	Revs & bens Manager
Treasury	23/24	The Council's finance department should be encouraged to take advantage of the treasury training services and other services on offer by the Link Group, appraisal of the capital programme and City Watch, as part of the treasury agreement. Consideration could be given to offering the training to Members if necessary. The Council has already paid for these services as part of the annual fee so would not incur any additional costs should they be taken up.	Desirable	Nov-23	n/a	Y	Already actioned	n/a
Housing	23/24	Housing Services should ensure that annual reviews of applicants on the Housing Register are carried out in a timely manner	Desirable	Nov-23	31/03/2024	na	Agreed, but it is noted that while the Annual Review is an important part of the process of administering the Housing Register, applications are also checked and validated at the time of nomination.	Housing Services manager
Housing	23/24	Housing Services should ensure Bed and Breakfast agreements are signed by all individuals before placement.	Desirable	Nov-23	31/03/2024	na	NOT YET DUE	Housing Services manager
Housing	23/24	It is recommended that Housing Services ensures that Bed & Breakfast accommodation inspection sheets are completed by housing officers when visits are made.	Desirable	Nov-23	31/12/2023	na	NOT YET DUE	Housing Services manager
Housing	23/24	It is recommended that Housing Services should consider reviewing the licences that have already expired and to determine whether those licences should be extended where necessary.	Desirable	Nov-23	N/A	Y	Now being actioned	Housing Services manager
Housing	23/24	It is recommended that a solution is found to the rent accounting issues currently facing the Council, and that Housing staff and Finance can agree to a realistic approach in the short term.	Desirable	Nov-23	31/03/2024	na	NOT YET DUE	Housing Services manager/Finance
Housing	23/24	It is recommended that tenant accounts are up to date and represent a true and accurate account of rental payments, benefit entitlements and any credits or arrears. These accounts need to be such that they can be presented to a court of law if required when chasing debt arrears and carrying out debt recovery action.	Essential	Nov-23	31/03/2024	na	NOT YET DUE	Housing Services manager/Finance
Housing	23/24	It is recommended that Finance and Housing Services should work collaboratively and ensure that further recovery action is taken after reminders letters have been sent to housing debtors, in accordance with the Council's Corporate Debt Policy.	Desirable	Nov-23	31/03/2024	na	NOT YET DUE	Housing Services manager/Finance