AUDIT RECOMMENDA	ATIONS LOG NO	VEMBER 2023								
Audit	Year	Recommendation	Category	Date Raised	Target Date	Implemented Y/N	d Action taken to implement recommendation	Proposed Action	Responsible Officer	
Information Governance	21/22	Resources/support should be provided to ensure that the combined Information Asset/ROPA/retention and disposal Register is completed for Revenues and Benefits, in line with ICO guidelines.	Desirable	e Feb-22	30/09/2022		now actioned		Sally Turnbull/Gavin Ramtohal	
Information Governance	21/22	HR in conjunction with service managers and ICT should ensure that all Council provided assets/devices are	Essentia	al Feb-22	2 30/09/2022	Y	I have worked with HR to and have included a very specific action in all staff leavers letter to		Sally Turnbull/Gavin Ramtohal	
Information Governance	21/22	returned by members of staff before they leave the Council, in accordance with the Council's exit policy and its information Security Policy. Both the IG Manager and the Equalities working group should consult each other when new projects/changes	Desirable	e Feb-22	30/09/2022	Y	return kit. The IS Policy has been reviewed with ICT and the onus has been put on Line Managers to ensure kits returnes it is returned. If have spoken to HR Manager and they have confirmed that where a new or change to system		Sally Turnbull/Gavin Ramtohal	
		to existing systems are considered in order for new Impact Assessments to be completed.	Desirabi	6 160-22	30/03/2022		or sharing is brought to EAG the IG Manager will also be invited to the meeting.		Sally Turnbull/Gaviii Ttaritoriai	
Information Governance	21/22	The appointment of the Council's Internal Review responsible officer for FOI and EIR cases to the Information Governance Manager should be approved and adopted either within the Council's Scheme of Delegation for	Desirable	e Feb-22	30/09/2022	Y	Agreed and actioned. The issue was raised with the Council's DP Officer who was of the opinion that the matter should be addressed as BAU as part of day to day policy/operation.		Sally Turnbull/Gavin Ramtohal	
Information Governance	21/22	officers or similar governance arrangement. The Council should review what actions have already been taken to comply with the INSPIRE regulations and	Essentia	al Feb-22	2 30/09/2022	Y	Now actioned. Requirements have been reviewed by the service and additional steps taken		Sally Turnbull/Gavin	
		consider what additional steps still need to be taken to meet the Regulations					are proportionate to demand (which to date is very low)		Ramtohal/ICT Manager	
Information Governance	21/22	Agreement should be sought from CMT as to the level of resources it considers are required to meet the	Desirable	e Feb-22	2 30/09/2022	Υ	Resources have been discussed with the senior management team, and they have		Sally Turnbull/Gavin Ramtohal/	
		INSPIRE obligations and to provide that support/budget in 22/23 and beyond.					considered that no additional resources are needed at the current time based on the current level of demand		ICT Manager	
Information Governance	21/22	Information relating to the INSPIRE regulations and how the Council is meeting their obligations, including any	Desirable	e Feb-22	2 30/09/2022	N		The service will review the Council's website with a view to updating		
		guidance for the public and a schedule of any fees and charges should be published on the Councils' website, similar to the FOI and EIR regulations.						it to include some information on the INSPIRE regulations, possibly as part of the FOI section.	Ramtohal/ICT Manager	
Information Governance	21/22	The Council should update the information it publishes under the Publication Scheme to comply with the FOI	Essential/Desir	a Feb-22	2 30/09/2022	Y	I have completed a review of the Publication Scheme master checklist and inserted a		Sally Turnbull/Gavin Ramtohal	
		Act. ESSENTIAL (for records required to be published by law) DESIRABLE (for desirable items)	ble	е			essential/desirable column to identify what data in accordance with the LG Transparency Code we must publish. All essential items have been updated or contact has been made with			
							the information owner to update. Comms are no longer able to automate alerts this was something they thought they could do but in reality can't therefore the IG Work Program will			
							continue to include a annual review of the Publication Scheme.			
nformation Governance	21/22	The Information Charter should be reviewed and refreshed to reflect the Council's current values and	Desirable	e Feb-22	2 30/09/2022	Y	Information Charter has been updated		Sally Turnbull/Gavin Ramtohal	
nformation Governance	21/22	practices. Arrangements should be made for all staff who failed to complete the last data protection training to undergo	Essentia	al Feb-22	2 30/09/2022		The Council again achieved over 95% of training in June 2022, All staff that failed to complete		Sally Turnbull/Gavin Ramtohal	
mormation Governance	21/22	the new training course when it is rolled out in 2022.	Essentia	ii Feb-22	30/09/2022		have been escalated to relevant CMT this included x1 staff member identified as failing to complete in both 2021 and 2022.		Sally Turnbull/Gavin Ramtonal	
							complete in both 2021 and 2022.			
heatre	22/23	Theatre staff should consistently complete and sign the safe logbook. This increases the risk should cash go missing as there is little way of knowing who accessed the safe last and when	Desirable	e Jun-22	15/07/2022	Y	Now being actioned		Andy Edmeads	
heatre	22/23	The theatre management should consider putting in place proper arrangements to account for car park income so that it can be validated	Desirable	e Jun-22	30/09/2022		actioned		Andy Edmeads/Eugene Leal	l
heatre	22/23	Theatre officers should ensure customers complete and sign the booking forms when a room is hired at the	e Desirable	e Jun-22	2 15/07/2022	Y	DocuSign has been phased out but has been replaced with Box Sign which is working well.		Andy Edmeads	1
		theatre. For non-signing of agreements see recommendation 4					Theatre staff have re-configured the Charges function in Artifax so this now generates Quotes and Agreements which will indicate the charges for the customer.			l
						Y				l
heatre	22/23	Theatre officers should ensure that agreements or contracts should be signed by hirers to safeguard agains the risk of contract terms not being met and when there is a breach or dispute contracts can be binding.	t Desirable	e Jun-22	15/07/2022		DocuSign has been phased out but has been replaced with Box Sign which is working well.	N/A	Andy Edmeads	l
ebtors	22/23	It is recommended that the Environment & Community and Recycling & Refuse Services are reminded to	Desirable	e Feb-23	3 28/02/2023	Y	The action has been shared with the relevant manager to ensure this is addressed moving	N/A	All relevant Service Managers	
		inform Finance at the earliest opportunity for the relevant debtor invoices to be raised.				Υ	forward.		<u> </u>	
ebtors	22/23	It is recommended that Finance send out reminder letters to debtors after the required 21 days of the due date of payment of debts, and if debts are not still paid to send the second reminder letter after 21 days of the 1	Desirable	e Feb-23	30/09/2023		actioned. Now covered by latest Debt policy published on warbler		Bob Watson/Michelle Smith	
)ebtors	22/23	reminder notice. It is recommended that when debts are not paid after reminder letter have been sent out Finance should	Desirable	e Feb-23	30/09/2023	Y	Actioned. A monthly spreadsheets is now being retained showing the latest actions/status of		Bob Watson/Michelle Smith	
		It is recommended that when debts are not paid after reminder letter have been sent out Finance should document what further action that needs to be taken to recover the debts, in order for a full audit trail to be retained.	4				each debt		1	
ebtors	22/23	It is recommended that Finance liaises with individual services to discuss what further recovery action should	d Desirable	e Feb-23	30/09/2023	Y	Actioned. There are now meetings with service departments to discuss debts and evidencede		Bob Watson/Michelle Smith	
ebtors	22/23	be taken after two reminder letters have been sent to customers for unpaid debts under £500. Finance should agree the course of action to be taken on unpaid debts that have not been recovered by the	e Desirable	e Feb-23	30/09/2023	Y	in the spreadsheet. Updated process in revised debt policy Actioned. Now covered by the revised debt policy		Bob Watson/Michelle Smith	
		CPA.				Y				
)ebtors	22/23	It is recommended that a review of the success or otherwise of the CPA is undertaken including a cost benefit analysis. The Council could also consider benchmarking the performance of the existing arrangements with	Desirable	e Feb-23	30/09/2023	N	Not yet progressed due to resources/capacity within the team	Finance will review stats on the CPA performance prior to contract renewal of 1 April 2024.	Bob Watson/Michelle Smith	
ebtors	22/23	the CPA as the current contract is due to expire April 2023. The records of debts referred to legal should be improved and kept up to date, including the date of referral.	Desirable	e Eah or	31/03/2023		The Head of Service discussed with his legal team to action.		Bob Watson/Michelle Smith	
						Y				
ebtors	22/23	Action should be taken in a timely manner when debts remain unpaid and 2 LBAs have been issued. This would include seeking prompt instructions from individual service areas as to the next course of action that		e Feb-23	31/03/2023		The Head of Service discusses with his legal team to action.	N/A	Gavin Ramtohal	
)ebtors	22/23	needs to be taken. It is recommended that going forward full and proper records are obtained for all hires. Sundry debtor invoices	Desirable	e Feb-23	3 28/02/2023	Y	The action has been shared with the relevant manager to ensure this is addressed moving	N/A	All service manager/Michelle	
ebtors	22/23	should not be raised where there is no record that a hire has actually taken place. This is to ensure the records are available for the service to chase debts. Officers should be reminded to complete a request for write off form every time they are require a sundry deb	t Desirable	e Est or	30/09/2023	Y	forward. Actioned		Smith Gavin Ramtohal	
reptots	22123	Officers should be reminded to complete a request for write off form every time they are require a sundry deb to be written off. Ideally this should be in digital format via jotform/held on Warbler. Desirable.	Desirable	Feb-23	30/09/2023]'	Action led		Gavin Karntonal	
telstore	20/22	It is recommended that the Venue & Operations Manager is reminded to approve credit notes within their	Desirable	e Eeb 25	20/02/2022	V	The matter was relead with the current VSO Manager and was advised to page codification	N/A	Cordo Remtehal	
ebtors	22/23	It is recommended that the Venue & Operations manager is reminded to approve credit notes within their authorisation limits.	Desirable	e Feb-23	28/02/2023	1	The matter was raised with the current V&O Manager and was advised to pass credit notes over their current limit to the Recreation & Leisure Services Manager to approve.	N/A	Gavin Ramtohal	
and Charges	22/23	It is recommended that the LLC service needs to re-visit its cancellation policy to clarify appropriate timescales and or percentages of work completed and how much of the fees paid will be refunded.	Desirable	e Jan-23	31/07/2023	Υ	Cancellation policy updated Jan 2023. Details updated on web page		Gavin Chiniah/Sarah Dillon	
and Charges	22/23	It is recommended that service performance including search turnaround times are considered for reporting to CMT and/or Members. This is to ensure the performance of the LLC service is monitored on a regular basis.	Desirable	e Jan-23	31/07/2023	Y	KPIs loaded into box and shared with head of service monthly		Gavin Chiniah/Sarah Dillon	
ayroll	22/23	All Terms of Engagement should be signed by applicants.	Desirable	e Feb-23	3 na	Y	Already actioned. All Terms of Engagement have been signed by applicants using Box Sign.	N/A	Julie Simmonds	
,							The issue related to the version that was provided.			
ayroll	22/23	Clarification should be sought as to whether certain contractual payroll items should be included in	n Desirable	e Feb-23	3 na	Y	Already actioned. Applicants need to sign either Essential car user allowance agreement	N/A	Julie Simmonds	
		Employment Contracts.					letters or Golden Hello agreement letters using Box Sign which are issued separately to the Employment Contracts, as the terms are subject to change.			
ayroll a	22/23	It is recommended that CMT be reminded of the requirement to review and respond to the establishmen checks on a timely basis, and be reminded of the benefits of doing so. Desirable	t Desirable	e Feb-23	30/09/2023	Y	CMT have noted this issue, its also been flagged in the 2023 audit.		Julie Simmonds	
No well	22/23	HR should ensure that approvers of overtime claims can be fully identified within iTrent screens and reports.	Desirable	e Feb-23	30/06/2023	V			Julie Simmonds	
Payroll	22/23	PHK should ensure that approvers of overtime claims can be fully identified within H rent screens and reports.	Desirable	e Feb-23	30/06/2023	1	HR have tweaked the records that can be reviewed in iTrent meaning that the 30 day		Julie Simmonds	
							overwrite should no longer be an issue. Theyve also adjusted the workflows and worked with the service provider			
Democratic Services	22/23	Democratic Services should work with report authors/service departments to ensure that agenda items are provided in sufficient time to enable the publication rules to be met.	Desirable	e Jul-22	30/09/2022	Y	It is acknowledged that the onus on providing reports and/or agenda items rests with report authors and individual service departments themselves, so audit advises that Democratic		Rachel Wallis	
		· ·					Services works with services to ensure as far as possible the publication rules are met.			
emocratic Services	22/23	It is recommended that Audit staff be given access to the Management Development module in Uniform. This would enable Auditors to navigate the system and review related documents/paperwork when conducting an		e Jul-22	30/11/2022	Y	in place now for future audits	This will be checked with any future audits that require the use of this software.	Rachel Wallis/Planning/ICT	
		audit test, and would place less reliance of services providing audit records directly.								
lemocratic Services	22/23	It is recommended that Members should make every effort to attend mandatory training provided by the Council. Democratic Services should raise this with respective party group leaders.	Essentia Essentia	al Jul-22	30/11/2022	Y	Democratic Services reviewed training records and improvements made. A review of the relevant section of the Constitution will also be carried out to ensure that the information		Rachel Wallis	
Pemocratic Services	22/23	It is recommended that the Democratic Services Manager works with the Council's Monitoring Officer to agree	Essentia	al Jul-25	2 30/05/2023	V	contained is up to date and reflects training practices. actioned. Member Fayre and induction programme rolled out		Rachel Wallis	1
remocratic Services	22/23	a four-year training programme with Councillors to cover their period of office.	z Essentie	si 5ui-22	30/03/2023	[actioned. Member Payre and induction programme rolled out		Nacred Wallis	
evenues	22/23		Desirable	e Jan-23	3 na	Y	Agreed action: Since the audit the Revs and Bens Manager has provided additional	n/a	Robert Fox	
tovoridos	22/20	It is recommended that council tax refunds are only authorised by revenue officers with the appropriate authority. The Revenues & Benefits Manager should increase the authorisation limits where necessary for the control of the cont		0 081-20	1	1	authorised signatory forms to meet this recommendation, so it has now been actioned.		Trobert I ox	
evenues	22/23	designated officers. It is recommended that refunds for business rates are approved by Revenue officers within their delegated	d Desirable	e Jan-23	3 na	Y	Agreed action: Since the audit the Revs and Bens Manager has provided additional	n/a	Robert Fox	
**************************************	20/02	powers. Desirable			04/07/	V	authorised signatory forms to meet this recommendation, so it has now been actioned.		Bahart For	
evenues	22/23	It is recommended that whilst Post Room staff support the Revs and Bens team with uploading council tax and business rates account information, care is taken to ensure all information is indexed to the correct account or the enterprise system.	d Desirable	Jan-23	31/07/2023		Closer working arrangements have now been developed between the Reveneus and Benefits team and the Post Room to ensure greater co ordination across the two functions		Robert Fox	
Davienii -	20/02	' '			04/00/	-			Dahart Fo	
levenues	22/23	It is recommended that the Council takes the appropriate action to seek approval from the BID company in order to pursue unpaid BID levy payments through enforcement action using Agents/Bailiffs, and to adopt a	Desirable	e Jan-23	31/07/2023	na	Superseded by latest Revenues audit in summer 2023		Robert Fox	
		suitable timeframe for this to be carried out.								
Revenues	22/23	It is recommended that the BID Levy Operational Agreement is signed by all parties to the agreement.	Desirable	e Jan-23	31/07/2023	na	Superseded by latest Revenues audit in summer 2023		Robert Fox	
evenues	22/23	The Annual Collection Fee should be paid to the Council in respect of the BID, and if not done so already, a bil submitted to the BID detailing services provided.	I Essentia	al Jan-23	31/07/2023	na	Superseded by latest Revenues audit in summer 2023		Robert Fox	
Persons see	22/22	submitted to the BID detailing services provided. The Council should bill for additional services under the BID agreement, ie. Enforcement action cases and		4	D4/AMICCO	l no	Supercorded by Letest Payers and it is a super-		Rehart Ec:	
evenues	22/23	The Council should bill for additional services under the BID agreement, ie. Enforcement action cases and changes to accounts, and ensure it is paid for these services.	d Essentia	Jan-23	31/07/2023	ne	Superseded by latest Revenues audit in summer 2023		Robert Fox	
Cash	22/23	The bank mandate arrangements for the Santander bank accounts which are currently in progress should be finalised and put in place.	Desirable	e Aug-22	30/09/2022	Υ	Completed Nov 22 (Santander required further checks so took longer than expected)	n/a	Michelle Smith	
Capital	22/23	It is recommended that Democratic Services undertakes a full count of all election services equipment held in	n Desirable	e Jun-22	31/12/2022	Y	Addressed. The Asset Inventory should only be including assets over a de-minimus value, as		Rachel Wallis	
		store to bring the asset register up to date.					per Financial Regulations, instead of low value stock. As preparation for the PPC elections in 2024 this will provide an opportunity to update service records for stock and any assets held. A stock take will be considered as one of the tasks of the new member of the team starting in		1	l
							A stock take will be considered as one of the tasks of the new member of the team starting in December 2023.		1	
Capital	22/23	Going forward and in line with the Council's Fin Regs, it is recommended that Democratic Services maintain a	a Desirable	e Jun-22	31/12/2022	Y	Addressed. The Asset Inventory should only be including assets over a de-minimus value, as ner Financial Regulations, instead of low value stock. As preparation for the PPC elections in		Rachel Wallis	
		full record of any new purchases made in year, as well as any deletions or removals from their inventory.					per Financial Regulations, instead of low value stock. As preparation for the PPC elections in 2024 this will provide an opportunity to update service records for stock and any assets held. A stock take will be considered as one of the tasks of the new member of the team starting in		1	
							December 2023.			l
apital	22/23	It is recommended that Democratic Services collaborates with the Council's finance team so that insurable equipment can be identified from the asset register and included in the Council's all-risk spreadsheet fo		e Jun-22	31/12/2022	Y	The items reviewed as part of the audit were more stock than election assets and as such are lower in value, and most will not need to be added to the all risks insruance records.		Rachel Wallis	l
		insurance purposes.		<u></u>		L			<u> </u>	
apital	22/23	It is recommended that relevant budget holders for capital projects must update finance on a timely basis with updates of activities or developments undertaken with their respective projects, and to indicate whether their		al Jun-22	31/12/2022	Υ	Tested again in 2023 and arrangements have improved		A Flynn/G Ramtohal	
onitio 9 C-f	22/02	budgets were under or overspent.		A	20/20		H9 C is working with against 1		Heade of Control	
ealth & Safety	22/23	Environmental Health should ensure that all service departments are managing risks fully, by undertaking ar appropriate risk assessment. If nothing else this is to show compliance with the Management of H&S at Worl		Apr-23	30/09/2023		H&S is working with services to ensure this takes place		Heads of Service/Internal Audit	
ealth & Safety	22/23	Reculations. Risk assessments should include hazards such as lone working, post COVID issues, manual handling, PPE equipment, dealing with aggressive or violent customers, working at height. All risks should be scored o	Desirable	Apr-23	30/09/2023	Y	H&S is working with services to ensure this takes place		Heads of Service/Internal Audit	
ealth & Safety	22/23	ranked and mitigating controls should be included. All risk assessments should be reviewed by the Council's H&S Advisor periodically, and the service should	Desirable	Apr-23	30/09/2023	Y	Risk assessments form part of our H&S audits of service departments, which have been		Internal audit	
ealth & Safety	22/23	update their risk assessment at least every 3 years.	Desirable	Apr-23	31/05/2023	Y	evidenced in the audit reports provided We have full records of staff who have undertaken DSE training. The system sends out		H&S Advisor	
		Environment Health should ensure that all relevant staff undergo and complete the required DSE assessment within a reasonable period of time and full records retained.					reminders to staff who are required to take the training, and we follow up these reminders by sending chasing email to staff.			
ealth & Safety	22/23	Council fire wardens and first aiders information is out of date and should be reviewed. Council notices as well as information published in Warbler displaying who the Council's fire wardens and first aiders are should be		Apr-23	N/A	Υ	Agreed. The recommendation has been actioned. However, there is no legal requirement to display fire wardens and first aiders information on walls.		N/A	
ealth & Safety	22/23	brought up to date and correctly signposted. Going forward the Environment & Community Service should collect accident statistics from main third-party	Desirable	Apr-23	31/05/2023	Y	Statistics from most of the third-party providers have now been provided. The Council is		H&S Advisor	
noith 9 C	22/02	providers in addition to Council direct activities.	Desiration		NI/A		presently awaiting statistics from Montague Evans. And now been received		lava.	
ealth & Safety	22/23	The HR Manager should consider whether a representative of the HR Service should attend future H&S Committee meetings, as that would benefit the Council.	Desirable	Apr-23	N/A	Y	Agreed. HR has a representative that now attends the H&S meetings.		N/A	
ealth & Safety	22/23	The H&S Advisor should follow up with Parking Services to ensure the service has implemented the action	Desirable	Apr-23	31/05/2023	Y	Currently the fixed wire electrical test and new fire alarm system are being installed and the	The only action left to be completed are the risk assessments for	H&S Advisor	
		points identified from the H&S audit.					work should be completed by 6 th December.	working at height and confined spaces which the Parking Manager is currently undertaking.	1	
ealth & Safety	22/23	The H&S Advisor should consider including due dates for all action points arising out of H&S reviews, in order for improvements to be monitored.	Desirable	Apr-23	N/A	Y	Agreed. This recommendation has since been actioned.		N/A	
	22/23	It is recommended that Corporate Property provide an explanation for the £12,000 variance between the	Desirable	Apr-23	31/05/2023	N		This will be addressed as part of the work on the accounts for	Chief Accountant/Insurance	
nsurance	22/20	invoiced and journalled amounts in respect of the insured commercial properties for 21/22						21/22 due April 2024. The finance service has stated that staffing changes within Finance during the period of review hasn't helped	Officer/Property Asset Manager	
Insurance	22/23							the matter. The finance business partner for PED will work with the	4	
Insurance	2220							service to confirm the reconciliation going forward and provide an		
nsurance	22/23							service to confirm the reconciliation going forward and provide an update to Internal Audit once done.		
Insurance	22/23	It is recommended that suitable cover is provided for the insurance duties currently undertaken by the Facilities	Desirable	Apr-23	31/05/2023	Υ	Now addressed. This activity normally sits within Facilities which has been boosted with the	service to confirm the reconciliation going forward and provide an update to Internal Audit once done.	Chief Accountant/Head of I&D	
		It is recommended that suitable cover is provided for the insurance duties currently undertaken by the Facilities Team Leader	s Desirable	Apr-23	31/05/2023	Y		service to confirm the reconciliation going forward and provide an update to Internal Audit once done.	Chief Accountant/Head of I&D	

Part Company Part Company Part P										
Property of the property spraying property spraying property spraying spr	nsurance	22/23	by the relevant officers and any discrepancies are recorded		Apr-23	31/07/2023	Y			Chief Accountant/Head of I&D
Part	Insurance	22/23	time to enable the Assistant Accountant (systems) to properly account for these transactions in a timely	Desirable	Apr-23	31/07/2023	Y			Chief Accountant/Head of I&D
Part	insurance	22/23	progress made for claims under investigation, and also to provide updates on the status of any claim being		Apr-23	31/05/2023	Y			
The content property	Insurance		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.						provide to finance a list of assets needing to be insured and provide reinstatement values, and Facilities will carry this cut for Surrey Heath House assets. It is intended that a wider liaison process will be rolled out one Finance's Stalkisation 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-Community Properties and the Facilities Team Leader scrutilise and approve their individually assigned asset lists.	Officer/Head of I&D
1	Insurance	22/23		Desirable	Apr-23	31/05/2023	Y			
Section Sect	Creditors	22/23	approved by the relevant budget holder or service managers, Items should be goods receipted when delivered and before invoices are received.		May-23	31/12/2023	na			
Second Content and Content and Content and Content Second Register to second	Creditors	22/23	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		place and any errors have been flagged and corrected		
Septimber 1925 The first found from face Looker and the Counter formers Manages and controller queet part and the 1925 The first found from face Looker and the Gold price formers Manages and controller queet part but the 1925 below that the 192	(reasury	22/23		Desirable			Y	paperwork for any new or rolled over loan going forward. An example of the paperwork to be		Chief Accountant
Septiminary of the septiminary o	Cash		with the Council's Health & Safety Officer regarding the panic button issue in the post room.				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.		Manager/Post Room Team Leader
Septimbry 1924 1925 1926 19	Cash			Desirable			Y	arrangements for a panic button to be fitted in the Post Room is going ahead. New location		Manager/Post Room Team
Section of the protect in the section of the sectio	Cash						Y	arrangements for a panic button to be fitted in the Post Room is going ahead. There will be a		Manager/Post Room Team
Cancel but refunds should not you be allowance (Theore with the best original special refunds about 10 year with the size of process of the common of the first original special refunds about 10 year with the size of the common of the size of the common of the first original special refunds about 10 year with the size of the common of the size of the size of the common of the size of the size of the size of the common of the size	Cash						Υ	actioned by Finance staff		N/A
Service of the first concentration of the first concentration of the service internal product in the product of the service internal product in the servic	Revenues		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				Υ			
The incommended that the Reviews service removes any bearines that are no longer funding in the Survey Service Service	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.		Sep-23	31/10/2023	Y	new billing period has also picked up these issues.		
where 2/24 where details are many uradial. Part of the Court of a share burst of the Court of a share burst of the Court of the Sep 22 3103/2004 NOT YET DUE Rea & Ders Manager and the Court of the Sep 22 3103/2004 NOT YET DUE Rea & Ders Manager and the Court of the Sep 23 3103/2004 NOT YET DUE Rea & Ders Manager and the Court of the Sep 23 3103/2004 NOT YET DUE Rea & Ders Manager and the Court of the Sep 23 3103/2004 NOT YET DUE Rea & Ders Manager and the Court of the Sep 23 3103/2004 NOT YET DUE Rea & Ders Manager and the Court of the Sep 23 3103/2004 NOT YET DUE Rea & Ders Manager and the Court of the Sep 24 3103/2004 NOT YET DUE Rea & Ders Manager and the Sep 23 3103/2004 NOT YET DUE Rea & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Rea & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Rea & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Rea & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Rea & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Rea & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Rea & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Rea & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Rea & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Rea & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Rea & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Rea & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Rea & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Read & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Read & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Read & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Read & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Read & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Read & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Read & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Read & Ders Manager and the Sep 24 3103/2004 NOT YET DUE Read & Ders Manager and the Sep 24 3103/2004	Revenues	23/24	Heath BID geographical area and reviews and updates the BID properties listing.	Desirable	Sep-23	31/10/2023	Y	new billing period has also picked up these issues.		
Some services of the concey action should be underlation consistently or all unique BID key payments in fine with the BID South Concey and BID Concey payments in fine with the BID South Concey and BID Concey payments in free with the BID South Concey payments in respect of provisors year collection fees should see that the Concel and the BID should both sight the BID Concey payments in respect of provisors year collection fees should see that the Concel and the BID should both sight the BID Concey payments in respect of provisors year collection fees should see that the Concel and the BID should both sight the BID Concey payments or should be also particles and the BID should both sight the BID Concey payments or should be also particles and the BID should both sight the BID Concey payments or should be also particles and the BID should both sight the BID concey payments or should be also payment as per the distill search of the Concel and the BID should be the Concel and the BID concey payments or should be also payment as per the BID agreement as per th	Revenues	23/24	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			Revs & bens Manager
the collection fee is paid to the Course. Any back-payments in respect of previous part collection fees should be course. Any back-payments in respect of previous part collection fees should be part of the paid to the Course and the Bibl agreement. It is recommended that the Coursel and the Bibl agreement and the services on offer by the Link Cropp, agreement and the services on offer by the Link Cropp, agreement and the services on offer by the Link Cropp, agreement and the services and the services on offer by the Link Cropp, agreement and the services on offer by the Link Cropp, agreement and the services and the services on offer by the Link Cropp, agreement and the services	Revenues		Debt recovery action should be undertaken consistently on all unpaid BID levy payments in line with the BID SLA/Operating Agreement.				na			
It is recommended that the Council and the BID Lavely Operational Agreements to that of the BID Lavely Operational Agreements to that of the BID Lavely Operational Agreements and the BID Lavely Oper	Revenues	23/24	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			
armendments to lable parties and that this figure be billed to the BID Company for payment as per the draft Essential Sep-23 31/03/2024 It is recommended that the Council and the BID agrees the total fee amount due to the Council in respect of debt recovery and enforcement action taken on uniquel BID levy payments as per the BID agreement. Sep-23 31/03/2024 It is recommended that the Council and the BID agrees the total fee amount due to the Council in respect of debt recovery and enforcement action taken on uniquel BID levy payments as per the BID agreement as per the BID agreement are signed by Mach as part of the treasury agreement. Consideration could be given to effering the training to Members if necessary. The Council has already paid for these services as part of the annual fees to would not in cur any additional costs should be already and for these services as part of the annual fees to would not in cur any additional costs should be already and for these services as part of the annual fees to would not in cur any additional costs should be already and for these services as part of the annual fees to would not in cur any additional costs should be already and for these services as part of the annual fees to would not in cur any additional costs should be already and for the services of administering the Housing Register are carried out in a large 23/24 they be taken up. Besirable Nov-23 1/19 Agreed, but it is need 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 mornitation. Desirable Nov-23 31/03/2024 The recommended that Housing Services ensures that Bed & Breadfast accommodation inspection sheets are part of the council process of the services of the services of the council process of the services of the services of the services of the council process of the services	Revenues	23/24	its terms and conditions are made binding on all parties to the agreement. It is recommended that the Council and the BID agree the total fee amount due to the Council for in year	Desirable			na			
It is recommended that the Council and the BID agrees the total fee amount due to the Council in respect of debt recovery and on either feed that council finance department should be encouraged to take advantage of the treasury sarring services and other services on offer by the Link (Fourty, appraisal of the capital programment of the treasury agreement. Consideration could be given to offering the training to Members if necessary. The Council finance department should be encouraged to take advantage of the treasury agreement. Consideration could be given to offering the training to Members if necessary. The Council and the BID agrees the BID agreement of the treasury agreement. Consideration could be given to offering the training to Members if necessary. The Council and the BID agreement of the treasury agreement. Consideration could be given to offering the training to Members if necessary. The Council and the BID agreement of the treasury agreement. Consideration could be given to offering the training services and could be searched and City Michael the capital council and the BID agreement of the treasury agreement. Consideration could be given to offering the training to Members if necessary. The Council and the treasury agreement. Consideration could be given to offering the training to Members if necessary. The Council and the treasury agreement. Consideration could be given to offering the training to Members if necessary. The Council and the treasury agreement is a possible to the season agreement and agreements are signed but the season agreement of the treasure agreements are signed out the season agreement of the treasure agreements are signed out the season agreement of the treasury agreement. The season agreement of the treasure agreements are signed out the season agreement of the treasure agreements are signed out the season agreement of the treasure agreements are signed out the season agreement of the treasure agreements are signed out the season agreement of the season agreement of the seas	Revenues	23/24	amendments to liable parties and that this figure be billed to the BID Company for payment as per the draft	Essential	Sep-23	31/03/2024				
has already paid for these services as part of the annual fee's ovoid not incur ary additional costs should be they be taken up. 1 Housing Services should ensure that annual reviews of applicants on the Housing Register are carried out in a family manner 23/24 1 Housing Services should ensure that annual reviews of applicants on the Housing Register are carried out in a family manner 23/24 1 Housing Services should ensure Bed and Breakfast agreements are signed by all individuals before 23/24 1 Housing Services should ensure Bed and Breakfast agreements are signed by all individuals before 23/24 1 Is it is recommended that Housing Services ensures that Bed & Breakfast accommodation inspection sheets are controlled by housing officers when visits are made. 23/24 23/	Revenues	23/24	debt recovery and enforcement action taken on unpaid BID levy payments as per the BID agreement. The Council/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		Sep-23	31/03/2024	Y			
timely manner Supplemental S	Treasury	23/24	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		Agreed, but it is noted that while the Annual Review is an important and of the		Heusing Candees
Housing Services should ensure Bed and Freekfast agreements are signed by all individuals before Desirable Nov-23 31/03/2024	lousing	23/24	timely manner		Nov-23	31/03/2024	na	administering the Housing Register, applications are also checked and validated at the time of nomination.		
It is recommended that Housing Services should exercise that Reval & Breakfast accommodation inspection sheets are busing 23/24 completed by Housing officers whether those licences that have already expired and to determine whether those licences should be extended where necessary. 1 the recommended that Housing Services should consider revelwing the licences that have already expired and to determine whether those licences should be extended where necessary. 23/24 1 the recommended that a solution is found to the rent accounting issues currently facing the Council, and that pushing Services that have already expired and the solution is found to the rent accounting issues currently facing the Council, and that pushing Services that the solution is found to the rent accounting issues currently facing the Council, and that pushing Services that the solution is found to the rent account of the ment accounts are up to date and represent a true and accurate account of rental payments, benefit entitlements and any credits or arears. These accounts need to be such that they can be payments, benefit entitlements and any credits or arears. These accounts need to be such that they can be recovery action is taken after reminders letters have been sent to 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 sent and thousing 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 sent and thousing debtors, in accordance with the sent to housing debtors, in accordance with the sent and thousing debtors, in accordance with the sent and thousing debtors, in accordance with the sent and the sent and thousing debtors, in accordance with the sent and the sent and thousing debtors, in accordance with the sent and thousing debtors, in accordance with the sent and thousing debtors, in accordan	lousing		placement.	Desirable			na			Housing Services manager
using 23/24 to determine whether those licences should be extended where necessary. Second of the properties of the p	Housing		It is recommended that Housing Services ensures that Bed & Breakfast accommodation inspection sheets are completed by housing officers when visits are made.				na			
using 23/24 Housing staff and Finance can agree to a realistic approach in the short term. Desirable Nov-23 31/03/2024 Mousing staff and Finance can agree to a realistic approach in the short term. It is recommended that tenant accounts are up to date and represent a true and accurate account of renal 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 chassing debt arrears and carrying out debt recovery action. 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 accommended that Finance and Housing Services and manager/Finance.	Housing	23/24	to determine whether those licences should be extended where necessary.	Desirable	Nov-23	N\A	1			
It is recommended that tenant accounts are up to date and represent a true and accruate 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. 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 manager/Finance	Housing	23/24	Housing staff and Finance can agree to a realistic approach in the short term.	Desirable	Nov-23	31/03/2024	na			manager/Finance Housing Services
recovery action is taken after reminders letters have been sent to housing debtors, in accordance with the	Housing	23/24	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			manager/Finance
	Housing	23/24	recovery action is taken after reminders letters have been sent to housing debtors, in accordance with the	Desirable	Nov-23	31/03/2024	na	NOT TEL DUE		