

ANNEX 2

OUTCOMES OF HIGH PRIORITY RECOMMENDATIONS MADE IN AUDIT REPORTS FOR 2007/08

Report No.	Report Topic	Recommendation	Out-come	Comments/Target Date From section managers	Results of follow up audit on the recommendations
1-2007/08	Mobile telephones	Ensure that when the LSBU mobile telephones reach the end of their contract that they are replaced with mobile telephones on the main Council contract subject to this being financially advantageous.	Agreed	Upon expiry of existing contracts.	LSBU has now gone on to the main Council's contract.
1-2007/08	Mobile telephones	Ensure that LSBU staff are notified of the need to make contributions towards the costs of private calls.	Agreed	1/7/07	Staff have been notified and upon examination of Integra there are payments towards the cost of private calls.
3-2007/08	Penalty Charge Notices	Identify the difference between the Cash Receipting System and the Parking System for March – April 2007.	Agreed	July 07 Completed	The Parking & Office Manager has carried out a reconciliation. It appears that it is difficult to reconcile daily as some payments made late in the day can appear the next day or the day after that.
3-2007/08	Penalty Charge Notices	Ensure that a daily reconciliation is completed between the Cash Receipting System and the Parking System.	Agreed	August 07	From discussions with the Parking & Office Manager a full reconciliation is not carried out between the Cash Receipting System and Parking gateway due to the difficulty in payments not being all on the same day as mentioned above and also time restraints. This will be examined in more detail during the next audit.
3-2007/08	Penalty Charge Notices	Ensure that the effectiveness and efficiency of the bailiffs is monitored on a regular basis.	Agreed	August 07	The bailiffs that were being used at the time of the last audit have ceased trading. Rundles are now being used and currently a more

					measured approach to monitoring their performance is being devised. It should be noted that Rundles are already used by the Council in connection with Council Tax and NNDR outstanding debts from which a good service is received.
4-2007/08	Internet Usage	Remind staff of the Internet Policy at least yearly.	Agreed	Done by *.* Email	Staff were reminded of the Internet Policy via *.* on 30/07/07.
4-2007/08	Internet Usage	Chief Officers should further interrogate the Internet usage regarding the top ten users to establish if there is any misuse and if any further action such as disciplinary procedures are required if not already done so.	Agreed	Done and Officers have been warned about their internet usage.	Following a meeting with the Chief Executive, Chief Internal Auditor and Senior Internal Auditor the Chief Executive explained the actions that had been taken against the high internet users.
4-2007/08	Internet Usage	Chief Officers should ensure that they monitor the information they receive from the ITM regarding Internet usage or delegate this to an appropriate manager and perhaps cascade the findings through team briefings.	Agreed	Implemented.	The Chief Executive issued a memo to all Directors and Chief Officers on 30/07/07 stating reference to the audit report and in particular reference to this recommendation.
5-2007/08	Refuse & Recycling/Amenity Street Cleansing Contract	The Director of Finance shall determine all accounting procedures and financial records of the Council and its officers in consultation with the Chief Officer. All new or amended systems, procedures or practices with a financial implication shall be agreed with the Director of Finance prior to implementation and must meet all requirements specified by	Agreed	With immediate effect. It is intended that the current system will be reviewed, with the intention of providing a more robust system that will provide more effective method of communicating instructions to our contractor and improving the methods of payment of sums due under the present contractual arrangements. This will be subject of a report to and consideration by the ICT and EGov	This was agreed with immediate effect.

		him/her. In future, the agreement of the Director of Finance must be sought prior to the implementation of any new systems of a financial nature.		OSG. We will consult with the Director of Finance prior to implementation of any new system.	
5-2007/08	Refuse & Recycling/Amenity Street Cleansing Contract	Ensure reconciliations are carried out monthly to ensure the correct amount has been paid.	Agreed	By 31 January 2008 Discussions have commenced with the new contract manager to ensure that this occurs at month end.	The Administration Manager in discussions with the Chief Internal Auditor has confirmed that reconciliations are now carried out manually so they know exactly where there are any differences.
5-2007/08	Refuse & Recycling/Amenity Street Cleansing Contract	Ensure that detailed procedure notes are produced regarding the reconciliation of the monthly invoices so that audit can review them.	Agreed	By 31 January 2008 Detailed procedure notes will be in place for discussion with the new contract manager.	This will be done when a new system is introduced as it was decided it would not be a worthwhile exercise for the old system.
5-2007/08	Refuse & Recycling/Amenity Street Cleansing Contract	Ascertain why job TO5689 was not included in the bill report but was on the client database.	Agreed	With immediate effect. This job was in fact in both databases and in both bill reports, documentary evidence to be supplied.	This was included in both reports and demonstrated to the auditor.
5-2007/08	Refuse & Recycling/Amenity Street Cleansing Contract	Ascertain why job TO5612 had a much later reconciliation date.	Agreed	With immediate effect. This job was created in January and reconciled in February and appears in the February bill, it would seem that whilst the job has been back dated as being completed in January it was not entered until February and hence was not reconciled until the following month.	Seen by the Auditor.
5-2007/08	Refuse & Recycling/Amenity Street Cleansing Contract	It needs to be shown that there are controls in place to demonstrate that the right jobs have been paid for the correct	Agreed	By 31 January 2008 The necessary documentation will be supplied in order to demonstrate that	Documentation has been produced to demonstrate that only those jobs that should be paid at the relevant rate.

	Contract	month and for the correct amount.		only those jobs that should be paid are paid at the relevant rate.	
5-2007/08	Refuse & Recycling/Amenity Street Cleansing Contract	Where the bill data has to be manually input ensure that the evidence is made readily available to back up these figures. The evidence for the figures for the January invoice is required for this audit as per the 'audit outstanding queries list'.	Agreed	By 31 January 2008 The necessary documentation will be supplied to support the payments made for the January bill, this documentation will be available to support any such further instances in future invoices.	Evidence has been provided regarding the 'outstanding queries'.
5-2007/08	Refuse & Recycling/Amenity Street Cleansing Contract	As per the Financial Procedure Rules (FPR) invoices must be checked prior to payment to ensure that the work, goods or services conform to what was ordered.	Agreed	With immediate effect. Invoices will be checked as per FPR before payment, however we will seek to continue current arrangements whereby any alterations to invoice B will be included in the following month's bill as an agreement of both client and contractor.	Invoices will be checked before payment however any alterations to invoice B will be included in the following month's bill as an alteration which is subject to the agreement of both client and contractor.
5-2007/08	Refuse & Recycling/Amenity Street Cleansing Contract	Update the risk register to include the risks associated with the Contracts database.	Agreed	By 31 January 2008	The format of the risk registers have changed and therefore following training, the risk registers will be reviewed and updated.
5-2007/08	Refuse & Recycling/Amenity Street Cleansing Contract	Ensure that the monthly invoice B for September is reconciled and that the discrepancies found for May to August are investigated.	Agreed	By 31 January 2008 It is intended that all outstanding monthly B invoices will be reconciled and any discrepancies found will be investigated and appropriate adjustments made to payments due.	The Administration Manager confirmed that these have been investigated and the appropriate adjustments made to the payments due.
6-2007/08	Building Maintenance	As per the Financial Procedure rules, with the exception of utility services, periodic payments or petty cash items, all works,	Agreed	September 07 To be raised under the appraisal process with the staff member	Staff have been instructed to ensure that orders are placed for all works as a matter of routine, acknowledging that urgent and

		goods or services must be the subject of an official order. The only other examples that may be acceptable are emergency repairs (at the weekends) where the invoice is produced before an order can be raised.		concerned.	emergency works may result in oral instruction and invoices being received before confirmation orders are sent. The instruction to staff also forms part of their formal staff appraisal targets and will be reviewed as part of the forthcoming appraisal round. A copy of an appraisal was examined as part of the audit follow up which confirmed the above.
7-2007/08	Public Conveniences Cleansing Contract	Please issue the contract for Public Conveniences to ensure we have a copy that is signed and sealed.	Agreed	December 2007 Date agreed with Assistant solicitor is subject to prompt reply from Sevenoaks DC	A copy of the signed and sealed Public Conveniences Cleansing Contract was seen and had been dated 25 th September 2007.
10-2007/08	Travel Claims	Director Of Finance to request all Chief Officers to ensure that a procedure should be in place for managing Business Insurance and that it should be constantly reviewed/updated.	Agreed	September 2007 Insurance and Risk Management Manager is to seek confirmation from all Chief Officers that measures are in place to prevent uninsured business use of vehicles	The Auditor obtained a copy of the email. This was found to be in order and asked about department's procedures with regard to managing Business Insurance as the current system is not working as it should.
10-2007/08	Travel Claims	Exchequer Services Manager should remind all officers that they are not allowed to undertake a journey unless his/her service is certain that the person's vehicle is correctly insured.	Agreed	September 2007	As above. The same email contains information relating to if the vehicle is correctly insured, taxed and roadworthy. All found to be in order.
13-2007/08	Tonbridge Pool	Ensure that till receipts are issued at the games hut for all purchases.	Agreed	Games hut will now be closed for Winter so will implement this at the start of the next season.	During a subsequent audit and another visit after that receipts were not being issued to customers. Following this the Chief Leisure Officer issued a reminder for staff to comply with this requirement.

14-2007/08	Community Safety	Information relating to the Y2 Crew must be obtained and verified as soon as possible with regards to all expenditure and income.	Agreed	Partnership agreement introduced by Leisure Services for 08/09 scheme. This information was not supplied by County who operated the scheme.	Working papers were received from the Crime Reduction Co-ordinator and examined. No queries arose however the Y2 Crew scheme has now been passed to Leisure Services to deal with and this will be tested further during the Playscheme Audit in 2008/09
14-2007/08	Community Safety	Procedures must be put into place to ensure that CRB checks are completed for all members of staff working with the Y2 crew schemes.	Agreed	Partnership agreement introduced by Leisure Services for 08/09 scheme. Only one check could be found.	Y2 Crew Scheme is now the responsibility of Leisure Services. As a result it will be audited every year with the Play scheme and Activate schemes. During the audit of the Play Scheme & Activate Schemes during this financial year 2006/07 no problems arose with regards to the CRB checks.
15-2007/08	Play and activate schemes	All standby income and "biscuit" money should be paid directly in to the kiosk in reception by the Area Supervisor upon return to the office daily.	Agreed	July 2008	The Auditor has retested this and has seen evidence of monies being paid into the kiosk.
15-2007/08	Play and activate schemes	Ensure that all insurances are valid and state both Public Liability and Employers Liability Insurance and a copy of the certificate is kept on file.	Agreed	July 2008	There was one case of where there was a query relating to the overall cover provided under public liability insurance and this is still being pursued.
16-2007/08	Homelessness	Ensure that new procedures are drawn up covering how the new in-house service provision will be administered commencing April 2008.	Agreed	1/4/08 Homelessness and housing register services will be returning to the Council on 31/3/08. Procedures for maintaining the housing register will be drafted following the expiration of the	Procedure notes have been written but are incomplete. These need to be finished and they should cover all areas of the process.

				<p>consultation period for proposed changes to the allocations scheme on 7/1/08 and will be implemented from 1/4/08. Regular monitoring will be on a monthly (performance) and annual (review) basis.</p> <p>Current procedures for housing for housing advice and homeless assessment will be reviewed and revised procedures implemented from 1/4/08 Regular monitoring will occur on a weekly (temporary accommodation usage) and monthly (performance) basis. Quarterly returns (PIE) to DCLG.</p>	
16-2007/08	Homelessness	A review of the debts outstanding and management of the rent accounts should be carried out prior to the new arrangements.	Agreed	10/12/07	Procedures have not yet been implemented to collect these debts
18-2007/08	Cleaning and Security	Reception staff should be reminded to ensure that the Office Superintendant is promptly advised when Visitor Access Control Cards are not returned in order for them to be deactivated	Agreed	Actioned in an email to all customer services staff 28 December 2007	A copy of the email sent to all Customer Service staff sent December 28th 2007 was obtained by the Auditor.
18-2007/08	Cleaning and Security	The Customer Services Manager must ensure that she follows either one of the acceptable circumstances in the contract procedure rules to allow for this service not to be tendered.	Agreed	Spring 2008 CE and the Chief Solicitor have agreed that there is a case of "special circumstances" and this matter will be reported to Members in the forthcoming cycle.	The Auditor has been kept aware of the situation regarding the acceptable circumstances to ensure that security services did not have to be put to tender. A report was put to members where it was decided that as the exemption rule has been followed the tender procedure could be avoided.

18-2007/08	Cleaning and Security	The Personnel department should be reminded to ensure that the Office Superintendent is informed immediately when staff leave in order for their card to be deactivated.	Agreed	Done.	The Senior Personnel Officer was contacted with regard to the above recommendation. An email was obtained from the SPO showing a full list of staff that are advised when a member of staff leaves. Included on this email is the Office Superintendent – therefore giving him the information he requires to deactivate the access card.
18-2007/08	Cleaning and Security	Report of current active card holders currently not on the payroll to be investigated and where necessary deactivated.	Agreed	Completed	A full listing of all cards was obtained from the Office Superintendent and checked to ensure that all cards that were on the original list had been deactivated. All were found to be in order with regard to this recommendation.
20-2007/08	Rent Deposit Scheme	Where loans are given in exceptional circumstances a file note should be made and signed to explain the reasons.	Agreed	By 31/3/08 File notes to be written by housing officers and countersigned by Housing Needs and Strategy Manager.	A file note template was issued to all staff and this or similar file notes have been seen which are used to record all relevant details, initials are usually noted next to the comments.
20-2007/08	Rent Deposit Scheme	A debt recovery procedure needs to be established and written up including when reminders should be sent and confirm any arrangements with the Exchequer Section.	Agreed	By 31/3/08 Will form part of scheme review.	A procedure has been written in partnership with Exchequer Services addressing this.
20-2007/08	Rent Deposit Scheme	Where debts are chased verbally or clients call, a note should be made on the file to keep track of these.	Agreed	By 31/3/08 Will form part of scheme review.	The file note template is used to record details of all calls and placed in the customers file.

22-2007/08	Home Improvement Agency	To comply with the Data Protection Act the client needs to be informed that their personal information may be passed on to others, therefore the client needs to sign something to evidence that they were made aware of this.	Agreed	Immediately	Due to this being outsourced recently to In-Touch all of the recommendations made in January 2008 are now irrelevant.
22-2007/08	Home Improvement Agency	An official order should be used to request any works, goods or services to comply with the financial procedure rules.	Agreed	Immediately	Due to this being outsourced recently to In-Touch all of the recommendations made in January 2008 are now irrelevant.
23-2007/08	Poult Wood	Continue and finalise current investigations regarding the missing £63 internet payment.	Agreed	March 2008 ESP/Streamline has agreed to reprocess the payment. The credit to our account should arrive by 10 March 2008.	Upon the returned action plan it stated that the £63 missing internet payment should arrive on our account by 10 th March 08. After checking with the Exchequer Services Manager this payment has been found on the relevant bank statement.
24-2007/08	Cemeteries	The Estates Manager should ensure that all of the Councils property is on the assets register and therefore is insured	Agreed	1/5/08	The Auditor checked and the cemetery is now insured.
24-2007/08	Cemeteries	All of the above points regarding the Cemetery Lodge should be looked at by all Officers involved to ascertain our position and that of the tenant and a decision should be made on how to proceed.	Agreed	CLO – Indicative costs by 31/03/08 Chief Leisure Officer – As identified in the report Leisure Officers have commissioned an architect to investigate the cost of relocating the cemetery office.	All of the points relating to this recommendation are currently ongoing. These should all be complete by the end of the year.
26-2007/8	Licences	Examine the licence applications that have been awaiting a response from the CRB to ensure that a reply is received	Agreed	Immediate All applications are monitored, although we cannot influence speed	All licence applications awaiting a CRB check are held in a filing tray in the licensing office. A visit was made to the licensing office and the

		within a reasonable time period. (It should be noted that although a reply from the CRB is not within the Council's control those applications that were sent to the CRB over 12 months ago that were identified during the audit should be examined).		of return from the CRB.	outstanding applications awaiting a CRB check examined. There were 7 applications outstanding but the oldest was dated July 2008. Therefore there is no area for concern.
26-2007/8	Licences	Ensure that there are procedures in place to regularly examine the licence applications awaiting a response from the CRB. (It should be noted that although a response from the CRB is not within the Council's control there should be procedures in place to ensure that any applications that have exceeded a 12 month period have been examined and the necessary action taken).	Agreed	Immediate All applications are monitored, although we cannot influence speed of return from the CRB.	Following the testing above from which all was found to be in order it is clear that there are now procedures in place to regularly examine the licence applications awaiting a response from the CRB.
26-2007/8	Licences	Ensure that no documents or photocopies of documents received from the CRB are retained in the licensing files.	Agreed	Previous occasions were aberrations, which should not be repeated: all officers have been reminded. The clerical resource available does not match the increasing levels of transactions.	Legal Services keep a record of the receipt of completed CRB checks. This list was obtained and a sample of 10 taxi driver licences files were examine to ensure that there were no documents or photocopies of documents received from the CRB being held on file from which all was found to be in order.
29-2007/08	Debtors	The Periodic Income data should be filed in an orderly manner or alternatively administered using a spreadsheet, to ensure that all payments are appropriately made.	Agreed	May 08	This has been checked and now found to be in order.
29-2007/08	Debtors	Procedures need to be agreed and drawn up regarding the debt	Agreed	June 2008	Draft procedures have been written and are currently being reviewed.

		recovery now that Exchequer Services are now also responsible for the Legal part of the process.		Further progress is not possible until after completion of the year end processes.	
29-2007/08	Debtors	The Debt Recovery Policy requires review as soon as possible.	Agreed	June 2008	This is also at draft stage and currently being reviewed.
30-2007/08	Creditors	Ensure that for all invoices over £2,500 second stage certification by Exchequer Services is carried out and the relevant paperwork initialled accordingly.	Agreed	February 2008	Payments for 08/09 to date over £2,500 were extracted from Integra, imported into IDEA and a random sample of 5 invoices selected and checked to ensure that the invoices had been initialled to show second stage certification. All was found to be in order.
34-2007/08	Council Tax	Ensure that the correct student discount is applied to account 5087487.	Agreed	31/03/08	From discussions with the Senior Revenue Assistant it was established that it was originally identified that there was a difference in the dates that had been recorded on the account as according to the notebook the end date for the discount should have been 01/07/06 however the actual discount end date was 01/07/07. Unfortunately this was prior to idox and the original document could not be located. As the end date has now passed there is no further action that can be taken.
34-2007/08	Council Tax	Establish if the correct student discount has been applied regarding account 5018701.	Agreed	31/03/08	The Senior Revenue Assistant checked on the account screen in iworld in the presence of the Auditor and it was clear that this had now been corrected.