

Action Plan – Housing Register

HOU4

Recommendation Priority

ANNEX 2

Audit Report No. 43– 2009/10

Dated: 24th May 2010

1 1 1	High: A fundamental weakness in the system that puts the council at risk
1 1	Medium: A weakness within the system that leaves the system open to risk
1	Low: Desirable improvement to the system

	Recommendation	Priority	Responsible Officer	Agreed	Planned Implementation Date	Comments/Action
R1	Ensure that procedure notes are compiled with regards to all procedures of the housing register and the CBL scheme.	1 1	Housing Needs Manager	Y	31 July 2010	Medical and Welfare Panel procedure completed and operational.
R2	Ensure that proof of income and proof of savings is obtained and checked for each applicant.	1 1 1	Housing Needs Manager	Y	Completed	Application form amended with effect from May 2010 to require proof of income. Checking to be reflected in the procedures at R1.
R3	Perform an Experian check on applicants to the Housing register and perform the checks mentioned within this report.	1 1 1	Housing Needs Manager	Y	1 December 2010	Checks will be performed on a risk-assessed basis which will help to minimise unnecessary expenditure and also form part of the Council’s response to the national initiative aimed at tackling housing fraud.
R4	Ensure that temporary staff are issued with guidance and procedures and are monitored for a probationary period.	1 1 1	Housing Needs Manager	Y	1 September 2010	In advance of the development of written procedures, the work of temporary staff is being monitored, a sample of work checked and progress recorded.
R5	Remind staff of the need to remove the pregnancy indicator on the system when proof of birth is obtained from applicants who were originally entered onto the system as being pregnant and include this within the procedure notes.	1 1 1	Housing Needs Manager	Y	Completed	Staff reminded 25 May 2010 and is being reflected in written procedures.
R6	Ensure that all documents are date stamped when received.	1 1 1	Housing Needs Manager	Y	Completed.	Will be reflected in procedures at R1. NB an interim arrangement only, which will be superseded by the introduction of

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						the document management system.
R7	Ensure that the file checklist is examined and amended to include more information.	1 1	Housing Needs Manager	Y	Completed	Checklist amended May 2010
R8	Ensure that a file checklist is completed for each new application.	1 1 1	Housing Needs Manager	Y	Completed	Amended checklist (see R7) in use. Will also be referred to in written procedures at R1.
R9	Ensure that all new applications forms are signed.	1 1 1	Housing Needs Manager	Y	Ongoing	Unsigned forms are returned. Will also be referred to in written procedures at R1.
R10	Ensure that any declarations of interest are kept in Housing Services either centrally or on personal files. Where the declarations of interest involves members then the Central Services Director should be notified.	1 1 1	Housing Needs Manager	Y	30 June 2010	Service-wide arrangements for declaration of interest to be developed with guidance notes for all staff.
R11	Ensure that the risk register is updated to include reference to the Kent Homechoice CBL scheme, the risks of tenancy cheats and housing fraud and bad press from maladministration.	1 1 1	Housing Needs Manager	Y	Completed	Addressed as part of RR review due June 2010.

To assist in the follow up process, please complete and return this form by 21st June 2010, indicating your acceptance of the recommendations and when you anticipate their implementation.

Auditor: Amanda Palmer

Chief Officer Signature: Date: