

Audit Review Title	Planned Quarter	Current Status	Audit Opinion	Scope of Audit and Findings
Training	2	Planning (Completion due in April)		
Community Safety	3	Complete	Adequate	<p>The audit established that the Safer and Stronger Communities Manager takes on an active role in the overall administration and management of the Community Safety Partnership. The 20/21 Strategic Assessment for the Partnership suitably recognises the situation across the Borough and nationally. The soundness of the Strategic Assessment is reflected in a detailed Annual Partnership Plan which recognises ongoing and any emerging issues.</p> <p>The audit established that the CSU department has no annual service plan in place and therefore no service objectives. By default there are also no measurable performance indicators in place for the service. A lack of service plans results in an inability to evidence priorities and achievements of responsibilities under the Community Safety Partnership.</p> <p>The current Anti-Social Behaviour Policy was found to be dated 2013 and consequently is of limited use. It therefore requires updating as soon as practical.</p> <p>The Safer and Stronger Communities Manager confirmed that no service standards are in place around anti-social behaviour complaints. Similarly, no procedure notes are available to detail to the essential steps needing to be applied for dealing with anti-social behaviour complaints. Testing also identified weaknesses around the management review of the Anti-Social Behaviour database. The Safer and Stronger Communities Manager only became aware of an ongoing updating issue with the database during the course of the audit indicating that management review of the database does not take place as a routine.</p> <p>5 Recommendations raised, 2 of which were High</p>

<b>Health and Safety</b>	<b>2</b>	<b>Part 1: Complete</b>  <b>Part 2: Complete</b>	<b>High</b>	Reported to Audit Committee 18 <sup>th</sup> January.
<b>Customer Services Review</b>	<b>Ongoing</b>	<b>Planning (To continue into 2021/22)</b>		
<b>S106 – Developer Contributions</b>	<b>4</b>	<b>Fieldwork</b>		
<b>Waste Contract</b>	<b>3</b>	<b>Draft Report</b>		
<b>Business Continuity</b>	<b>3</b>	<b>Planning (Due to continue into 2021/22)</b>		

<b>Tree Strategy</b>	<b>1</b>	<b>Complete</b>	<b>Adequate</b>	<p>The Tree Safety Policy is up to date and includes comprehensive guidance on basic and expert tree inspections as well as procedure notes. The policy was updated in June 2020 to accurately reflect the expected timescales for Priority Category 1 assignments is 6 months, as advised by the contractor.</p> <p>Priority Sites listed in the Tree Safety Policy are subject to an Expert Inspection every three years and a basic Inspection for each year in between. Internal Audit were informed Leisure Services conduct a check to confirm they have received a completed inspection for all expected sites, however there is no evidence of the check or a database which lists when inspections have been completed. There were further inconsistencies with recording and documenting of inspections and subsequent works.</p> <p>Internal Audit were able to confirm for all other Officers that all but one had evidence of completion of a LANTRA Basic Trees Survey &amp; Inspection Course in line with policy. We were informed that the one that could not be evidenced did not fill out the relevant training form, therefore it was not recorded electronically.</p> <p>8 Recommendations raised, of which 1 High, 6 Medium and 1 Low</p>
<b>IT Governance</b>	<b>4</b>	<b>Planning</b>		
<b>Council Tax Reduction Scheme</b>	<b>3</b>	<b>Fieldwork</b>		
<b>Citizen Access System</b>	<b>3</b>	<b>Complete</b>	<b>Substantial</b>	Reported to Audit Committee 18 <sup>th</sup> January.
<b>Housing Benefit Claims</b>	<b>1</b>	<b>Complete</b>	<b>Substantial</b>	Reported to Audit Committee 28 <sup>th</sup> September.
<b>General Ledger</b>	<b>2</b>	<b>Draft Report</b>		
<b>Corporate Credit Cards</b>	<b>2</b>	<b>Complete</b>	<b>Substantial</b>	Reported to Audit Committee 18 <sup>th</sup> January.

<b>Parking</b>	<b>1</b>	<b>Complete</b>	<b>Adequate</b>	Reported to Audit Committee 18 <sup>th</sup> January.
<b>Risk Management</b>	<b>Ongoing</b>	<b>Fieldwork</b>		
<b>Performance Management</b>	<b>Ongoing</b>	<b>Fieldwork</b>		

<p style="text-align: center;"><b>Temporary Accommodati on</b></p>	<p style="text-align: center;"><b>Additional</b></p>	<p style="text-align: center;"><b>Complete</b></p>	<p style="text-align: center;"><b>N/A</b></p>	<p>The review established that year on year expenditure showed an increasing demand, and while budgets have increased significantly in recent years, continuing increased demand has resulted in further budgetary pressure.</p> <p>Discussions with the Housing Options Support Manager and her equivalents across Kent established that the general procedures for the receipt and assessment of homeless applications remain the same as the previous year, and therefore any increases in the use of temporary accommodation is the result of increased demand rather than a change in assessment criteria or procedures.</p> <p>Notable differences were evident from the responses around the accommodation used during March and onwards. Those authorities either with their own accommodation previously purchased as temporary accommodation, or those with already ongoing initiatives to source temporary accommodation appear to have been better able to deal with the sudden increase in demand. This is likely due to them having less households in temporary accommodation to start with.</p> <p>Local Authorities which had invested heavily in recent years to purchase its own temporary accommodation found itself being less reliant on non-Council owned temporary accommodation and therefore were able to place nearly all of their households in temporary accommodation in the Borough. Similarly, where they have their own social lettings landlord schemes, which have been in place for several years. They have been less affected in March and onwards. Where authorities did not have their own temporary accommodation and no schemes to procure such, household were placed in relatively expensive nightly accommodation</p> <p>Under normal circumstances, Housing Officers would undertake a visit to a household shortly after being placed in temporary accommodation to ensure that a Housing Benefit Application form has been completed and submitted to the Housing Benefits team. Unfortunately due to Covid-19 restrictions, officers have not been undertaking those visits to the homeless applicants, and therefore have been reliant on the individual to download a Housing Benefit Application form, and to then complete and submit the form to the Council. Discussions with both the</p>
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				Benefits Manager and the Housing Options Support Manager established that it is likely that a number of days Housing Benefit have not been claimed for as applicants are not submitting applications for Housing Benefit for the full period of their time in temporary accommodation.  2 recommendations raised
<b>Budget Monitoring, Savings and Income</b>	<b>Additional</b>	<b>Fieldwork</b>		
<b>Sickness Management</b>	<b>2</b>	<b>Postponed to 2021/22</b>		
<b>Recruitment and Retention</b>	<b>1</b>	<b>Postponed to 2021/22</b>		
<b>Local Plan</b>	<b>3</b>	<b>Postponed to 2021/22</b>		
<b>Housing Allocation Scheme</b>	<b>1</b>	<b>Postponed to 2021/22</b>		<b>(Project yet to start)</b>