

Annex 4 - Closed Recommendation, risk accepted

Audit	Recommendation title	Finding/Issue	Recommendation	Original Client Response to Recommendation	Priority
Parking - Residential permits and PCN's	Validation of permit application documents	Permits are being issued without the documentation being verified by the parking team. The receipt of payment triggers the generation and issue of the virtual the permit automatically, regardless whether the Team have verified the documents or checked if documentation has been provided at all. The Team ran a report to identify unchecked/unapproved documents in June, but nothing has been run since. The Auditor run the report for all valid permits between 01/01/2020 and the time of the audit which identified the following; (see report for detail)	Run the permit proof document check report regularly to identify applicants with documentation awaiting approval prior to permits being granted Investigate the feasibility of amending the process for generating the permit to following approval of checks rather than receipt of payment	The system can be configured 2 ways. By receipt of payment or not until the permit has been checked. Following advice from other Local Authorities decided to grant permits following payment as others have had a lot of unsatisfied residents complaining about delays with issuing permits when the benefits of a digital system should be to speed up the process. The Parking Team will be looking to run more checks as resources allow. In the first year every permit was effectively a new application and presented a significant workload – as these turn in to renewals there should be more facility for checking.	High