

REPORT TO: Audit and Governance Committee

MEETING DATE: 28 November 2017

BY: Depute Chief Executive (Resources & People Services)

SUBJECT: Internal Audit Follow-up Reports

1 PURPOSE

- 1.1 To inform the Audit and Governance Committee of the recent follow-up work undertaken by Internal Audit and the progress made by Management in implementing audit recommendations.

2 RECOMMENDATION

- 2.1 That the Audit and Governance Committee note the findings of Internal Audit's follow-up work on Housing Voids and Home to School Transport.

3 BACKGROUND

- 3.1 Internal Audit presented a follow-up report to the Audit and Governance Committee meeting of 26 September 2017, at which it was agreed that a further update on Housing Voids and Home to School Transport would be brought to the Committee. Our findings are detailed below.

Housing Voids

- 3.2 Internal Audit's report on Housing Voids was issued in September 2016. Our follow-up review has identified that of the nine recommendations made, three have now been fully implemented and the remaining six are currently outstanding.
- 3.3 Management have advised us that difficulties were encountered in recruiting a member of staff to take forward this work, however once the project officer has been appointed and the voids policy project team constituted, it will undertake both a review of the voids policy and address the operational and policy related recommendations of the internal audit report.

- 3.4 An updated action plan outlining the outstanding recommendations and revised dates of completion is attached to this report.

Home to School Transport

- 3.5 Internal Audit's report on Home to School Transport was issued in March 2017. Our follow-up review has highlighted that since the last update provided in September 2017, all five recommendations made have now been implemented.

4 POLICY IMPLICATIONS

- 4.1 None

5 INTEGRATED IMPACT ASSESSMENT

- 5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy.

6 RESOURCE IMPLICATIONS

- 6.1 Financial - None
6.2 Personnel - None
6.3 Other - None

7 BACKGROUND PAPERS

- 7.1 None

AUTHOR'S NAME	Mala Garden
DESIGNATION	Internal Audit Manager
CONTACT INFO	01620 827326
DATE	16 November 2017

**EAST LoTHIAN COUNCIL – INTERNAL AUDIT
HOUSING VOIDS**

OUTSTANDING RECOMMENDATIONS

PARA REF	RECOMMENDATION	GRADE	RESPONSIBLE OFFICER	AGREED ACTION	AGREED DATE OF COMPLETION	REVISED DATE OF COMPLETION
3.1.1	<p>A detailed review of the Voids Management Policy should be undertaken to ensure that it accurately reflects all revisions approved by Management.</p> <p>Management should ensure that the revised Policy is available to all relevant members of staff and tenants.</p>	Medium	Service Manager - Community Housing	Agreed. This is a major policy review, which will require consultation with our tenants as per Housing (Scotland) Act 2001.	July 2017	December 2018
3.2.1	Management should ensure that clear targets are in place for each stage of the voids management process.	Medium	Service Manager - Community Housing	Agreed – targets will be developed for inclusion in the PMF during the coming months.	Full implementation and reporting from April 2017.	December 2018
3.3.1	<p>Management should review the adequacy and effectiveness of the existing voids management processes in place.</p> <p>Management should ensure that the 28 days End of Tenancy notice period is used as effectively as possible to manage the voids process.</p>	Medium	Service Manager - Community Housing	Agreed	March 2017	December 2018

PARA REF	RECOMMENDATION	GRADE	RESPONSIBLE OFFICER	AGREED ACTION	AGREED DATE OF COMPLETION	REVISED DATE OF COMPLETION
3.4.1	<p>Management should ensure that the process of identifying a new tenant commences as soon as the Council is made aware that the property is to become vacant.</p> <p>Consideration should be given to undertaking pre-void allocations where appropriate.</p>	Medium	Service Manager - Community Housing	Agreed – to be considered as part of the Policy review.	July 2017	December 2018
3.5.1	Management should review the impact on void property re-let periods of housing allocations made to transfer applicants.	Medium	Service Manager - Community Housing	Agreed	July 2017	December 2018
3.6.1	<p>Management should review the current approach adopted for the calculation of performance information in respect of housing voids.</p> <p>Management should ensure that reported performance information is accurate and complete and complies fully with the definition.</p>	Medium	Service Manager - Community Housing	Agreed	September 2016	March 2018