

# Appendix B

## Homelessness - 2009

### Final Action Plan

Finding	Recommendation	Risk Score	Management Response	Responsible Officer	Implementation Date / Status
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**Objective: Agreed actions from the previous Internal Audit Review have been or are in the process of being actioned.**

**1. Key Control: Records of rent in advance payments are held and refunds requested and received**

**Bad debts are written off following an approved and authorised system**

1. 1	Periodic Checks with Landlords are not being regularly completed.	The Head of Housing & Revenues agreed to ensure that the procedure for completing periodic checks with landlords is adhered to. This is to be included as part of the quality monitoring framework that was implemented on 1st April 2009.	3 - Medium	We introduced a quality-monitoring framework on 1 <sup>st</sup> April 2009 and this 6-month review has now been added to the list of checks in the framework.	Melissa Rogers	June 09
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**2. Key Control: The Condition of premises is checked and recorded before and after occupancy. Deposits are returned appropriately.**

2. 1	From our sample of ten deposit payments, surveys had only been performed on 8 of the properties (and one of these was performed five months after the tenant had started their tenancy) and from my sample there was no evidence of exit surveys having been performed at all.	The Head of Housing & Revenues agreed to ensure deposits surveys are performed within two weeks of the start date of a tenancy and that exit surveys are performed within two weeks of vacating a property, or as soon as practicable thereafter.	3 - Medium	To be monitored by line manager (Jon Batty) day to day with a periodic check through the quality monitoring framework.	Jon Batty	June 09
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<b>5. Key Control: There is a robust record keeping system in place that is accurate, complete and secure.</b>					
5.1 Upon review, the rent in advance / deposit control spreadsheet was found to be incomplete in places.	The Head of Housing & Revenues agreed to ensure that the rent in advance and deposit control spreadsheet is complete and accurate. This is to be included as part of the quality monitoring framework that was implemented on 1st April 2009.	2 - Low/Med	We introduced a quality monitoring framework on 1 <sup>st</sup> April 2009 and this 6 month review has now been added to the list of checks in the framework.	Melissa Rogers	June 09
<b>7. Key Control: A review of best value is regularly undertaken to compare the cost of Spend to Save against the Bed and Breakfast costs that would have been incurred.</b>					
7.1 It was recommended in the April 2008 audit review that the Head of Housing & Revenues produced and presented a report to members to demonstrate the Spend to Save scheme delivers value for money. This was scheduled to be completed in June 2008. Upon review, it was not confirmed whether this report has been finalised.	The Head of Housing & Revenues agreed to produce a report that reviews and demonstrates that Homeless Prevention Fund (Spend to Save) offers VFM and seeks formal member approval for the continuation of the Scheme.	2 - Low/Med	This report was approved District Executive, and the Audit Committee recently approved the Policy Framework for the use of the Homeless Prevention Fund.	Kirsty Jones	October 2009
<b>8. Key Control: Services receive an approved devolved budget which they adhere to and monitor</b>					
<b>Service Manager and Accountant meet regularly and variances are examined and actioned appropriately</b>					
8.1 During the course of the audit it was noted that the service would greatly benefit from improved management information in relation to aged debtors. An improved flow of arrears data should enable recovery to be more streamlined and efficient	The Head of Housing & Revenues agreed to implement a more robust system for managing aged debts to ensure recovery action is maximised. This is to be completed in conjunction with overpaid Housing Benefit.	3 - Medium	Aged debt management information reports have been defined and are planned to be automated through QSP business objects.  Staff structures have been re-organised to ensure sufficient	Bridget Gloyens Jess Power	Q2 2010

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			<p>capacity exists within the service to drive and swiftly embed the identified improvements central to the successful recovery of costs.</p> <p>Interim temporary staffing measures have been deployed to cover the short-term impact of staff illness.</p> <p>Plans are in place to develop a new revenue collection policy and management process by the end of Q1 2010/11 to underpin the improved aged debt reporting. This work will aim to ensure we focus our efforts on identifying those who can't pay from the people that have the means to but won't, and ensuring we recover in a fair and equitable way.</p>		

**KEY**

■	Deadline missed
■	In progress
■	Completed
■	Not yet started