

Audit and Governance Committee

26 November 2020



Working in partnership with **Eastbourne Homes**

Time: 6.00 pm

PLEASE NOTE: This will be a 'virtual meeting' held remotely in accordance with section 78 of the Coronavirus Act 2020 and section 13 of the related regulations.

Members of the press and public can view or listen to proceedings by clicking on the link provided on the agenda page on the Council's website.

Instructions for members of the Committee and Officers to join the meeting have been circulated separately.

Membership:

Councillor Dean Sabri (Chairman); Councillors Robin Maxted (Deputy-Chair) Helen Burton, Sammy Choudhury, Paul Metcalfe, Md. Harun Miah, Amanda Morris and Barry Taylor.

Quorum: 2

Published: Wednesday, 18 November 2020

Agenda

- 1. Apologies for absence/declaration of substitute members**
- 2. Declarations of Disclosable Pecuniary Interests (DPIs) by members as required under Section 31 of the Localism Act and of other interests as required by the Code of Conduct.**
- 3. Minutes (Pages 5 - 10)**

To confirm the minutes of the last meeting of the Committee.
- 4. Questions by members of the public.**

On matters not already included on the agenda and for which prior written notice has been given (total time allowed 15 minutes).
- 5. Urgent items of business.**

The Chairman to notify the Committee of any items of urgent business to be added to the agenda.

6. Right to address the meeting/order of business.

The Chairman to report any requests received to address the Committee from a member of the public or from a Councillor in respect of an item listed below and to invite the Committee to consider taking such items at the commencement of the meeting.

7. Internal Audit and Counter Fraud Quarterly Report (Pages 11 - 22)

Report of the Chief Internal Auditor.

8. External Audit Report 2018/19 and 2019/20 (to follow)

Update by Deloitte

9. Date of next meeting

Information for the public

Accessibility: This agenda and accompanying reports are published on the Council's website in PDF format which means you can use the "read out loud" facility of Adobe Acrobat Reader.

Public Participation: Please contact Democratic Services (see end of agenda) for the relevant deadlines for registering to submit a speech on a matter which is listed on the agenda if applicable. Where speeches are normally allowed at a Committee, live public speaking has temporarily been suspended for remote meetings. However, it remains possible to submit speeches which will be read out to the Committee by an Officer.

Information for Councillors

Disclosure of interests: Members should declare their interest in a matter at the beginning of the meeting.

In the case of a disclosable pecuniary interest (DPI), if the interest is not registered (nor the subject of a pending notification) details of the nature of the interest must be reported to the meeting by the member and subsequently notified in writing to the Monitoring Officer within 28 days.

If a member has a DPI or other prejudicial interest he/she must leave the room when the matter is being considered (unless he/she has obtained a dispensation).

Other participation: Please contact Democratic Services for the relevant deadlines for registering to speak on a matter which is listed on the agenda if applicable.

Democratic Services

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Working in partnership with **Eastbourne Homes**

Audit and Governance Committee

Minutes of meeting held in Remote meeting via Teams on 9 September 2020 at 6.00 pm.

Present:

Councillor Dean Sabri (Chairman).

Councillors Robin Maxted (Deputy-Chair), Helen Burton, Sammy Choudhury, Paul Metcalfe and Barry Taylor.

Officers in attendance:

Oliver Dixon (Interim Head of Legal Services), Ola Owolabi (Deputy Chief Finance Officer (Corporate Finance)), Jackie Humphrey (Chief Internal Auditor), Elaine Roberts (Committee Officer) and Lee Ewan (Counter Fraud Investigations Manager).

1 Minutes

The minutes of the meeting held on 4 March 2020 were submitted and approved and the Chair was authorised to sign them as an accurate record.

2 Apologies for absence/declaration of substitute members

Apologies were received from Councillor Miah, Councillor Morris and Homira Javadi, Chief Finance Officer.

Councillor Vaughan attended as substitute for Councillor Miah.

3 Declarations of Disclosable Pecuniary Interests (DPIs) by members as required under Section 31 of the Localism Act and of other interests as required by the Code of Conduct.

There were none.

4 Questions by members of the public

There were none.

5 Urgent items of business.

There were none.

6 Right to address the meeting/order of business.

One request was received from Councillor Smart, who then addressed the Committee in respect of Item 7 on the agenda, the External Audit 2018/19, within the allotted time of 5 minutes.

The Chair thanked Councillor Smart for his comments, and approved his request to be allowed to speak, briefly, a second time, following the verbal report from the Deputy Chief Finance Officers, and once all Committee members had had the opportunity to speak.

7 External Audit Report 2018/19 (Verbal Update)

The Chair noted that there was no written report, but that a letter had been received and circulated that week from Deloitte, the External Auditor.

The Deputy Chief Finance Officer, Ola Owolabi, presented a verbal update on the current situation and the Council's response to the letter. This included a note that it was the Officer's expectation that the Committee would receive reports for both the External Audit 2018/19 and the External Audit 2019/20 at the next meeting (November 2020).

The Chair invited questions and comments from Councillors, including a brief comment from non-committee member Councillor Smart, and the Committee considered the issue.

Members expressed serious concerns over the delay in the return of the External Audit report and the lack of representation from External Auditors, Deloitte, at the Committee meetings. Members also expressed dissatisfaction with the inefficiency of the PSAA, including the quality of its response to the Committee's letter earlier in the year.

Summing up the discussion of the Committee, the Chair proposed three resolutions, each seconded by Councillor Maxted.

Resolved (unanimous):

1. To note the verbal report;
2. To express dissatisfaction that no External Audit 2018/19 Report had come before the Committee; and
3. That a letter of complaint should be submitted to the Local Government Association (LGA), expressing the Committee's dissatisfaction at the inefficiency of the PSAA.

8 Annual Treasury Management Report

Deputy Chief Finance Officer, Ola Owolabi, presented the report of the Chief Finance Officer on the activities and performance of the Treasury Management service during 2019/20.

The Chair thanked the Deputy Chief Finance Officer and invited questions and comments from the Committee.

The Deputy Chief Finance Officer confirmed the Council was confident that, regarding item 4.3 in the report, the debt would be refinanced if needed, using a network of brokers to ensure the best market rates but that the Council would always look to allow loans to mature, to avoid penalties.

The Committee considered the report, which would later be considered by Cabinet on 16 September 2020.

Resolved (Unanimous):

1. To note the Annual Treasury Management Report for 2019/20; and
2. To note the 2019/20 prudential and treasury indicators.

9 Covert Surveillance Policies Report

Oliver Dixon, Senior Lawyer and Regulation of Investigatory Powers Act (RIPA) Monitoring Officer, and Lee Ewan, Counter Fraud Investigations Manager, presented the report and invited the Committee Members to review and approve two policies: a revised policy relating to the covert surveillance of individuals, now expanded to include the use of undercover operatives (Human Covert Information Sources – CHIS), and a new policy relating to the acquisition of communications data for investigative purposes.

The policies had been drafted in response to recommendations made by the Investigatory Powers Commissioner's Office (IPCO) to Lewes and Eastbourne Councils, following an inspection in December 2019.

The presentation gave detailed explanation of the policies and highlighted the new elements and the tightly regulated nature of the processes.

The Chair thanked the Officers for the report and invited comments and questions from Committee Members.

Officers gave examples to illustrate when covert surveillance, a CHIS or communications data acquisition might be used, while emphasising that these tools would only be used 'as a last resort', and outlined the preparation and training plans for relevant Council staff to operate as a CHIS.

Members were advised that the policies had been drafted to ensure consistency between the two Councils of Lewes and Eastbourne and that any amendments from the respective Audit Committee meetings resulting in potential significant differences would be handled in consultation with the Chairs of the relevant Committees.

It was confirmed that the Audit and Governance Committee would be presented with annual reviews of how the policy was working and had been used.

Resolved (unanimously):

1. To approve:
 - a. The policy on the use of covert surveillance and/or covert human intelligence sources, as set out in Appendix 1 to the report; and
 - b. The policy on the acquisition of communications data, as set out in Appendix 2 to the report.
2. That the Committee grants delegated authority to each of the Chief Finance Officer and the Assistant Director of Legal and Democratic Services to implement the above policies.

10 Internal Audit Annual Report 2019-2020

Jackie Humphrey, Chief Internal Auditor, presented the report which provided a summary of the activities of Internal Audit and Counter Fraud for the year 1st April 2019 to 31st March 2020.

The Committee considered the report, reviewing the effectiveness of the Council's financial and operational internal controls and the arrangements for identifying and managing risk.

Resolved (unanimous):

1. That the information in the report be noted; and
2. That no further information was required.

11 Annual Governance Statement Report

The Chief Internal Auditor, Jackie Humphrey, presented the report on the Council's legal requirement to produce an Annual Governance Statement, in accordance with the Accounts and Audit Regulations 2015. The report included detailed information of the assurance arrangements in place to support the production of the statement.

With regard to the draft Governance Statement, Jackie Humphrey noted that any significant governance risks had been included in the Statement, to ensure transparency. Also included was a reference to the impact of Covid-19 and the Council's ability to produce a swift response, albeit that this only came at the very end of the period covered by the report.

The Chair thanked Jackie Humphrey for the report and invited comments and questions from Members.

It was clarified that further assessment of the impact of Covid-19 on the Council's processes from an Audit and Governance point of view would be covered in the Internal Audit and Counter Fraud Quarterly Report (April – June 2020).

Resolved (unanimously):

1. To approve the draft Annual Governance Statement.

12 Internal Audit and Counter Fraud Quarterly Report

Chief Internal Auditor, Jackie Humphrey, presented the Report covering the first quarter of the financial year 2020-2021, and provided a summary of the activities of Internal Audit and Counter Fraud from 1st April 2020 to 30th June 2020.

The Chair thanked Jackie Humphrey and her team, and the Committee considered the Report.

Following comments and questions from Members, Counter Fraud Investigations Manager, Lee Ewan, clarified that: the Council had identified some fraud issues regarding the Covid-19 grant payment schemes, that several investigations were underway, and that there had already been instances where return of monies has been requested.

However, the Council's ability to take more action regarding recovery and prosecution was currently limited by a number of factors, including:

- The need for Central Government to clarify how local Councils should proceed regarding business grant claim fraud;
- That the Department of Pensions could not currently undertake any investigatory work, which had an impact on the Council's ability to pursue cases of fraudulent activity around issues such as housing benefit or council tax; and
- Court delays.

Resolved (unanimously):

1. That the information in this report be noted; and
2. That no further information was required.

13 Review of Risk Management Report

Chief Internal Auditor, Jackie Humphrey, presented the Report, which outlined the plan to address risk management practices and presented an updated Risk Management Policy for the Committee's approval.

The Chief Internal Auditor explained that the updated Policy reflected and responded to the 13 recommendations made following the review by external insurance organisation, Zurich. Once the Policy had been approved, the Council would contact Zurich to arrange training, which in turn would help to embed the policy and its recommendations.

The Committee considered the proposed actions and reviewed the updated draft Risk Management Policy.

The Committee recognised the value of both the review and training support offered by Zurich and thanked Jackie Humphrey for the report.

Resolved (unanimously):

1. To note the proposed actions in Appendix A; and

2. To adopt the updated Risk Management Policy.

14 Strategic Risk Register Report

Chief Internal Auditor, Jackie Humphrey, presented the report and outlined the outcomes of the quarterly review of the Risk Register by the Corporate Management Team (CMT).

Jackie Humphrey clarified how the Risk Register had been closely managed over the past few months, and the considerations incorporated in consultation with CMT regarding all possible material impacts arising from the Covid-19 pandemic.

Revisions in the Risk Register reflecting this work included the increased risk levels and the addition of a specific risk: 'Judicial challenge for decision making'.

The Committee thanked Jackie Humphrey for the report and stated its appreciation for the Team's effort to deliver the detailed and timely reporting that had been shared at the meeting.

Resolved (unanimously):

1. To note the update to the Strategic Risk Register.

15 Date of next meeting

The next meeting was scheduled for Wednesday 25 November 2020, 6pm, to take place as a remote meeting.

The meeting ended at 7.52 pm

Councillor Dean Sabri (Chairman)

Agenda Item 7

Report to:	AUDIT AND GOVERNANCE COMMITTEE
Date:	26th November 2020
Title:	Internal Audit and Counter Fraud Report for the first half of the financial year 2020-2021 to the end of September 2020.
Report of:	Chief Internal Auditor
Ward(s):	All
Purpose of report:	To provide a summary of the activities of Internal Audit and Counter Fraud for the first half of the financial year - 1st April 2020 to 30th September 2020.
Officer recommendation(s):	That the information in this report be noted and members identify any further information requirements
Reasons for recommendations:	The remit of the Audit and Governance Committee includes the duties to agree an Annual Audit Plan and keep it under review, and to keep under review the probity and effectiveness of internal controls, both financial and operational, including the Council's arrangements for identifying and managing risk.
Contact Officer(s):	Name: Jackie Humphrey Post title: Chief Internal Auditor E-mail: jackie.humphrey@lewes-eastbourne.gov.uk Telephone number: 01323 415925

1 Introduction

- 1.1 The remit of the Audit and Governance Committee includes the duties to agree an Annual Audit Plan and keep it under review, and to keep under review the probity and effectiveness of internal controls, both financial and operational, including the Council's arrangements for identifying and managing risk.
- 1.2 The quarterly report includes a review of work undertaken by Internal Audit and Counter Fraud. At the end of the financial year the Chief Internal Auditor will state their opinion of the control environment of the authority based on this work.

2 Review of the work of Internal Audit carried out in the first half of 2020-21.

- 2.1 A list of all the audit reports issued in final from 1st April 2020 to 30th September 2020 is as follows:

Name of Audit	Assurance Level
Benefits and Council Tax Reduction (19/20)	Substantial Assurance
Main Accounting (19/20)	Partial Assurance
Treasury Management (19/20)	Substantial Assurance
Payroll (19/20)	Partial Assurance
Council Tax (19/20)	Substantial Assurance
National Non Domestic Rates (19/20)	Substantial Assurance
Cash and Bank (19/20)	Partial Assurance
Debtors (19/20)	Partial Assurance
Housing Rents (19/20)	Partial Assurance
Creditors (19/20)	Partial Assurance
Information Technology (19/20)	Partial Assurance
Voids Management	Substantial Assurance
Rechargeable Repairs	Partial Assurance

NB. These are the Assurance Levels given at the time of the initial report and do not reflect findings at follow up.

2.2 Below are the descriptions of the levels of assurance referred to above.

Assurance Level	Description
Full Assurance	Full assurance that the controls reduce the risk to an acceptable level.
Substantial Assurance	Significant assurance that the controls reduce the level of risk, but there are some reservations; most risks are adequately managed, for others there are minor issues that need to be addressed by management.
Partial Assurance	Partial assurance that the controls reduce the level of risk. Only some of the risks are adequately managed; for others there are significant issues that need to be addressed by management.
Minimal Assurance	Little assurance that the controls reduce the level of risk to an acceptable level; the level of risk remains high and immediate action is required by management.
No Assurance	No assurance can be given. The reasons will be explained thoroughly in the report.

2.3 During this period the following draft reports have been issued and will be reported in future reports once agreed by the relevant manager.

Business Continuity Planning

2.4 Appendix A is the list of all reports issued in final during the year which were given an assurance level below "Substantial". This list includes brief bullet

points of the issues highlighted in the reviews which informed the assurance level given.

- 2.5 During this quarter work has also been undertaken in other areas in more of a consultancy capacity that has not resulted in an audit report with an assurance level given to the control environment. A couple of pieces of work were carried out in the Finance section to provide advice on processes. A small investigation was also carried out on a potential fraud involving a creditor providing temporary accommodation. This was found not to be a fraud but poor record keeping on the part of the creditor which had not been identified by the department passing the invoices for payment. There have been several instances of advice being sought from the Internal Audit department on a variety of subjects.
- 2.6 The other area of work involving the Internal Audit team is the Benefit Subsidy Claim. The council has to put in an annual claim to the Department for Work and Pensions (DWP) for the repayment of the benefits paid out on their behalf. The claim has a number of fields which are filled out based on information input to the Open Revenues software. Every year this claim has to be tested for errors before it is submitted. This testing is carried out by the Internal Audit team based on samples selected by an external company. This external company has traditionally been the external auditors for the council. If any errors are found then an additional 40 cases must be selected and tested. Once this work is completed the external auditors test the work carried out by Internal Audit before the claim is signed off and passed to the DWP.
- 2.7 As well as the testing of the subsidy claim this year a piece of work was carried out on the information entered into Open Revenues and the fed into the subsidy claim. It was considered that Internal Audit was not best placed to continue to carry out this work as it distanced the users/department from the results and therefore appeared to transfer responsibility. Also, there was only one officer in Internal Audit who had the necessary experience in this area and this was a potential risk to the council if that member of staff was not available for any reason. It has therefore been agreed that after the current piece of subsidy work is completed then this work will be outsourced to a company to carry out. This will allow resilience of coverage and should allow for potential savings if the company provides the work for both authorities.
- 2.8 In the audit plan for 2020/21 it was proposed to have a list of audits to be carried out which reflected the size of the departments as a percentage of the councils. In this way, when the teams are tasked with pieces of work, these can be carried out within the allocation for the area. A planned audit may have to be dropped but the breadth of coverage would be maintained. It would be ensured that a lower risk audit was dropped if this were to be the case.

2.9 The table below shows the work carried out by the Internal Audit team in the first half of the year by percentage across the main areas services compared to that planned for the whole. It should be noted that the figures will be skewed as few audits (other than the annual audits) have been undertaken at this point in the year.

Area	Planned	Actual
Regeneration	12%	2.03%
Tourism and Enterprise	9%	0.12%
Service Delivery	37%	59.54%
Corporate Services	42%	38.32%

2.10 Appendix B shows outstanding recommendations/actions. This list includes recommendations from audit reviews that remain outstanding after the first follow up has been completed plus actions from other reports that have been brought to committee.

3 Review of the work of Counter Fraud carried out in the first half of 2020-21.

3.1 A flexible and creative approach has been taken in dealing with the existing and new fraud investigations under government guidelines and restrictions. Cases have continued to be built and monitored, with the team responding to new and emerging fraud risks following the release of Covid-19 support packages to businesses and individuals. The team continues to target the high risk and value areas of tenancy housing while also undertaking other exercises as detailed below. However, the effects of Covid-19 are still being felt and this is explained in more detail under each sub section.

3.2 Housing Tenancy – The team continue to work closely with colleagues in Homes First and Legal. There are currently 12 ongoing sublet/abandonment tenancy cases at various stages. Two abandoned properties have been successfully returned to the authority in this period with a net saving of £186,000.00. Another tenancy with considerable rent arrears was resolved by direct action from the Counter Fraud team. Eight other tenancy fraud cases were closed with no further action.

3.3 Right to Buy – There has been an increase in applications in the second quarter, as Covid-19 restrictions have gradually started to be lifted. Nine cases are currently being checked to prevent and detect fraud and protect the authority against money laundering. Six cases were withdrawn during this period with a net saving to the authority of £479,200. Six other cases have been approved for sale.

3.4 Housing Options – Access for Homes First caseworkers and specialists to use HM Land Registry and the National Anti-Fraud Network facilities for credit checks has been rolled out to help verify applications and prevent fraud.

3.5 Small Business Grant Fund – Following on from the government's announcement to support businesses through the Covid-19 pandemic, the team have been working closely with the revenues specialists to prevent and

investigate fraudulent applications. Nine applications were verified during this period to confirm the correct recipient of the grant. Further cases are currently being investigated, with the return of three separate £10,000 grant payments during this period. Work is ongoing on post verification of 130 applications verified by the council's Ascendant system. Upon completion of this review, additional checks may be made where fraud or error has been highlighted.

- 3.6 NNDR – As part of the review of Small Business Grant Fund applications discrepancies of Small Business Rate Relief and liable rate payer have been found. This has resulted in changes to nine business rate bills with a net income of £3,788.58 generated to the authority.
- 3.7 Council Tax – 20 cases have been closed during this period with a net recoverable income of £3525.84 generated. The planned work Council Tax Exemptions and Disregards has been put on hold due to work commitments around the Small Business Grants.
- 3.8 Council Tax Reduction - 12 cases have been closed down in this period with a recoverable income of £8,484.03 and a preventative saving of £3,213.76.
- 3.9 Housing Benefit – The team continue to work closely with the Department for Work and Pensions (DWP) and our colleagues in the benefit section. Due to resources restrictions and pressing need to assess Universal Credit applications, the DWP have limited their capacity to investigate Housing Benefit. However, 11 cases have been closed in this period with an increase in recoverable Housing Benefit of £2,452.74 and a preventative saving of £4,541.12. £984.06 was also recovered from historic Adpen collection.
- 3.10 Housing debtors – The team have commenced a project to look at debt avoidance where loans have been made to assist with securing housing and have remained outstanding following existing methods of contact. So far this activity has recouped £245 in debt.
- 3.11 National Fraud Initiative – No further work has been taken on the 2018/19 exercise following limited results from 10% of test checking. The next data set exercise for 2019/20 is due to be extracted at the end of this year.
- 3.12 Data Protection Requests – the team take an active role in supporting colleagues in other organisations to prevent fraud and tackle criminal activity. In this period we have dealt with nine DPA requests from the Police and other authorities.
- 3.13 A table showing the savings made by the Counter Fraud team in the first half of the year 2020-2021 can be found at Appendix C.

4 Financial appraisal

- 4.1 There are no financial implications relating to expenditure arising from this report. Details of savings generated by the Counter Fraud team are included in Appendix C.

5 Legal implications

- 5.1 This report is for noting only and therefore the Legal Services team has not been consulted on the content of it.

6 Risk management implications

- 6.1 If the Council does not have an effective governance framework that is subject to proper oversight by Councillors it will not be able to demonstrate that it has in place adequate means to safeguard Council assets and services, and it could be subject to criticism from the Council's external auditor or the public.

7 Equality analysis

- 7.1 An equalities impact assessment is not considered necessary because the report is for information only and involves no key decisions.

8 Environmental sustainability implications

- 8.1 Not applicable

9 Appendices

- 9.1 Appendix A – list of all reports issued in final during the year which were given an assurance level below “Substantial” with any issues highlighted in the reviews which informed the assurance level given.

Appendix B – Outstanding recommendations/actions

Appendix C - Counter Fraud work and savings.

10 Background papers

- 10.1 Internal Audit reports issued throughout the year.

APPENDIX A

Reasons for original assurance levels given (below Substantial)

N.B. The issues noted here may have been addressed since the original report was issued.

AUDIT REVIEW	ASSURANCE LEVEL	ISSUES NOTED	Level at follow up
Main Accounting (19/20)	Partial	<ul style="list-style-type: none"> • Budget holders indicated they would like more training • Written procedures have not been updated to reflect shared service • Cafi does not reflect the current organisation structure • Recharges between councils are not carried out on a regular monthly basis • Regular reconciliations between the general ledger and feeder files (e.g. rents, council tax etc.) are not being carried out 	Annual Audits are followed up when the following year's audit is completed.
Payroll (19/20)	Partial	<ul style="list-style-type: none"> • The Authorised Signatory List requires updating • Processes around honoraria payments needs to be reviewed • Some forms do not request detailed information or adequate information was not entered. 	Annual Audits are followed up when the following year's audit is completed
Cash and Bank (19/20)	Partial	<ul style="list-style-type: none"> • Written procedures are out of date • Cash is held securely but a number of staff are able to access the area where the cash is held. 	Annual Audits are followed up when the following year's audit is completed
Debtors (19/20)	Partial	<ul style="list-style-type: none"> • Information/evidence is retained in various areas and some is retained on Outlook. • Authorisation for raising invoices is not consistently retained • The Authorised Signatory List requires updating • Debt recovery procedures require updating. 	Annual Audits are followed up when the following year's audit is completed

APPENDIX A

Reasons for original assurance levels given (below Substantial)

N.B. The issues noted here may have been addressed since the original report was issued.

AUDIT REVIEW	ASSURANCE LEVEL	ISSUES NOTED	Level at follow up
Housing Rents (19/20)	Partial	<ul style="list-style-type: none"> • Lack of reports from Housing software required to carry out some areas of work • Procedures for entering some types of tenancy require review • Delays in debt recovery action • Access to standing data on the Housing system needs to be reviewed • Arrears recovery procedures need to be aligned and updated 	Annual Audits are followed up when the following year's audit is completed
Creditors (19/20)	Partial	<ul style="list-style-type: none"> • The Authorised Signatory List requires updating • Information/evidence is retained in various areas and some is retained on Outlook. • No documented procedures for verifying bank account changes nor is evidence of checks retained • Purchase orders are not always raised in a timely manner. 	Annual Audits are followed up when the following year's audit is completed
Information Technology (19/20)	Partial	Owing to workload pressures within IT due to Covid-19 it was only possible to carry out a light touch audit. As it was not possible to carry out testing a "partial" assurance level was given. A full review will be carried out for 2020/21.	Full review to be carried out in 20/21
Rechargeable Repairs	Partial	<ul style="list-style-type: none"> • A number of tenancy agreements could not be found during testing • No check is made that invoices sent out are correct • The number of post inspections had fallen due to Covid restrictions. 	Follow up due December 20

APPENDIX B OUTSTANDING RECOMMENDATIONS/ACTIONS

AUDIT REPORT	OUTSTANDING RECOMMENDATION	COMMENTS
None	None	None
OTHER REPORTS TO COMMITTEE	OUTSTANDING ACTION	COMMENTS
Risk Management	Hold facilitated workshops for CMT and Members to refresh understanding of roles and responsibilities.	Currently in discussion with Zurich to arrange training. Will begin at senior management level so that training/workshops for CMT and Members can use the risk assessments produced by services.
	Interactive training workshops across all levels.	
	Risk management refresher training for Members (especially newer ones).	
	All risk assessments to be put back onto Pentana Performance.	
	Contract risk management training and awareness, with a view to identifying strategically important contracts and associated risks.	
	Operational and service level risks to be recorded on one risk assessment for each service area. Service level risk registers to be reviewed six monthly at CMT with Directors/Asst Directors responsible for the service level risk registers.	This will be completed once risk assessments have been produced.
Service level risk registers to be discussed at Departmental Management Team meetings.	Senior Managers to be reminded of this once the risk assessments have been completed.	

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EASTBOURNE COUNTER FRAUD SAVINGS

	QUARTER ONE		QUARTER TWO		QUARTER THREE		QUARTER FOUR		YEAR TOTAL	
	Income	Savings	Income	Savings	Income	Savings	Income	Savings	Income	Savings
Tenancy Housing										
Recovery of council properties				£186,000.00					£0.00	£186,000.00
RTB value saved through intervention		£480,920.00		£479,200.00					£0.00	£960,120.00
Housing intervention/fraud									£0.00	£0.00
Revenues										
NNDR			£3,788.58						£3,788.58	£0.00
Council Tax	£11,866.42		£309.71						£12,176.13	£0.00
Value of ongoing CT increase per week	£297.93		£3,216.13						£3,514.06	£0.00
Council Tax Penalties									£0.00	£0.00
CTR & Housing Benefit										
SPOC Cases									£0.00	£0.00
Council Tax Reduction	£1,462.65		£8,484.03						£9,946.68	£0.00
CTR weekly incorrect benefit (WIB)		£5,136.64		£3,213.76					£0.00	£8,350.40
Housing Benefit	£22,938.42		£2,452.74						£25,391.16	£0.00
HB weekly incorrect benefit (WIB)		£7,462.40		£4,541.12					£0.00	£12,003.52
Income from Adpen collection	£1,107.85		£984.06						£2,091.91	£0.00
NFI										
Number of open matches									£0.00	£0.00
Number of closed matches									£0.00	£0.00
Awaiting Processing									£0.00	£0.00
Overpayments identified									£0.00	£0.00
Weekly incorrect benefit identified									£0.00	£0.00
OTHER INVESTIGATIONS										
Procurement									£0.00	£0.00
Internal									£0.00	£0.00
DPA									£0.00	£0.00
Income from court costs									£0.00	£0.00
TOTALS	£37,673.27	£493,519.04	£19,235.25	£672,954.88	£0.00	£0.00	£0.00	£0.00	£56,908.52	£1,166,473.92

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