

INTERNAL AUDIT FOLLOW UP OF RECOMMENDATIONS REPORT

SOUTH KESTIVEN DISTRICT COUNCIL

2024/2025



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SUMMARY

2023/24	Total Recs	H	M	To follow up	Complete		In progress		Overdue		Not Due	
					H	M	H	M	H	M	H	M
Responsive Repairs	10	2	8	10	2	6	-	2	-	-	-	-
Total	10	2	8	10	2	6	-	2	-	-	-	-

SUMMARY

2023/24

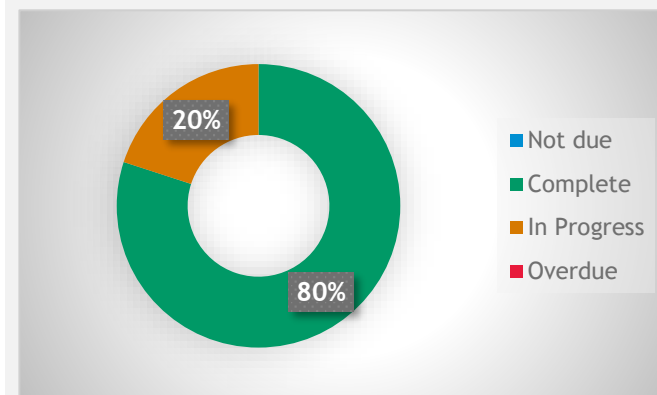
Please find below a summary of the status of implementation of recommendations arising from reports issued in 2024/2025.

- ▶ Two high and six medium recommendations (Responsive Repairs) have been completed since the previous Audit Committee.
- ▶ Two medium recommendations (Responsive Repairs) are in progress. We have discussed these with the Head of Service (Technical Services) and we obtained evidence of good progress being made to implement them. We will provide an update on these at the next Audit Committee.
- ▶ Overall, all 2023/24 recommendations are complete or in progress, with no recommendations overdue. The Council has performed well in progressing and implementing recommendations agreed in internal audit reports.




REQUIRED AUDIT COMMITTEE ACTION:




We ask the Audit Committee to note the progress against the recommendations.



2023 -2024 Cumulative implementation on reports with outstanding recommendations



RECOMMENDATIONS: COMPLETE



AUDIT	ACTIONS AGREED	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
2023/24					
Responsive Repairs	a) The Council will consider options such as closing all jobs over a particular age and will implement a solution to reduce the high number of open jobs within Northgate. The selected solution will be approved by an appropriate forum within the Council.	High 	Head of Service (Technical Services)	Complete	<p><u>Management Comments:</u> We have now replaced Northgate system with QL and reconciled Jobs on DRS and QL with duplicates and completed jobs closed. Weekly reports on open jobs are ongoing to monitor status</p> <p><u>Internal Audit Comments:</u> We obtained these documents and confirmed that this is now completed</p>
	b) The Council will fully review its processes and guidance notes to ensure that there is a clear approach to raising follow on jobs, and that this includes the risk associated with the circumstances identified on the initial visit, as well as any materials required.	High 	Head of Service (Technical Services)	Complete	<p><u>Management Comments:</u> Guidance notes now produced and issued to the call centre team to ensure clear approach to raising follow on jobs.</p> <p><u>Internal Audit Comments:</u> We obtained these documents and confirmed that this is now completed</p>
	c) Call Handler Right to Repair Guidance, QL system priorities and the Repairs and Maintenance Policy will all be reviewed to ensure that they are consistent with regards to job priorities. Each job will have its associated priority reviewed in QL prior to system rollout.	Medium 	Head of Service (Technical Services)	Complete	<p><u>Management Comments:</u> Right to repair guidance now produced and issued. Each job has priority attached as part of QL rollout.</p> <p><u>Internal Audit Comments:</u> We obtained these documents and confirmed that this is now completed</p>

AUDIT	ACTIONS AGREED	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
	d) The Council will remind all trade operatives to clearly document any works taken on initial visits, particularly in instances where follow on works is required. This will provide assurance that the property has been made safe as well as providing clarity to job planners regarding the follow-on works required. Guidance documents will be created to support this process.	Medium 	Head of Service (Technical Services)	Complete	<p><u>Management Comments:</u></p> <p>Repairs works order form has been updated to specifically ask that the property has been left safe and secure and what work has been completed as well as any health and safety issues to be aware of when booking the follow-on work in.</p> <p><u>Internal Audit Comments:</u></p> <p>We obtained these documents and confirmed that this is now completed</p>
	e) The Council will utilise the management information provided by the materials contract, as well as other available data from Northgate and DRS, to create management reports which allow for trend analysis regarding job, operative and trade type level spend. These data points will be monitored over time and exceptions will be reviewed (for example excessively expensive jobs). The Council will also continue to investigate implementation of a more managed van stock approach under Huws Gray, to provide more oversight and control regarding use of materials.	Medium 	Head of Service (Technical Services)	Complete	<p><u>Management Comments:</u></p> <p>We use reports provided by Huws Gray each month to analyse spend on individual jobs and with trades operatives, exceptions are pulled out of this report by the Resource and Cost team and queries with Trades Supervisors.</p> <p><u>Internal Audit Comments:</u></p> <p>We obtained these documents and confirmed that this is now completed.</p>
	f) Following the reduction of the open jobs backlog, the Council will implement monitoring controls to identify jobs which are breaching agreed turnaround times. Processes will be in place to actively clear these breaching jobs to reduce the risk of the backlog accumulating again.	Medium 	Head of Service (Technical Services)	Complete	<p><u>Management Comments:</u></p> <p>A suite of KPIs has been drafted and will be reported against each month by the Repairs Manager and shared with the Head of Service every month to monitor repairs performance and overdue jobs.</p> <p><u>Internal Audit Comments:</u></p> <p>We obtained these documents and confirmed that this is now completed</p>

AUDIT	ACTIONS AGREED	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
	g) The Council will implement established KPIs for performance figures relating to repairs, such as the number of open jobs, the success rate with which jobs are being closed in line with the Council targets, and the average costs of repairs. These KPIs will be reported to Housing OSC.	Medium 	Head of Service (Technical Services)	Complete	<p><u>Management Comments:</u></p> <p>We have introduced a suite of KPI's which are reported to the Head of Service each month and published to the team.</p> <p><u>Internal Audit Comments:</u></p> <p>We obtained these documents and confirmed that this is now completed.</p>
	h) The Council will investigate the finding that jobs closed in Northgate as part of the large-scale closedown are still open in DRS, and will seek to understand how this will affect the jobs data being moved into the QL system	Medium 	Head of Service (Technical Services)	Complete	<p><u>Management Comments:</u></p> <p>Further to the repairs audit the master repairs system has changed from Northgate to QL and this is now live. We are monitoring all open jobs in WIP through our monthly KPI reporting</p> <p><u>Internal Audit Comments:</u></p> <p>We obtained the KPI suites and confirmed that this is now completed.</p>

RECOMMENDATIONS: IN PROGRESS

These recommendations have been marked as In Progress as they have not been implemented by their original date, a revised date has been provided.

AUDIT	RECOMMENDATIONS MADE	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
2023/24					
Responsive Repairs	a) The implementation of a programme where 10% of jobs will be formally quality assessed will be implemented within QL. Clear oversight responsibility will be allocated, and there will be an established reporting process for sharing broader trends with the full trades team whilst also providing individual feedback to operatives.	Medium 	Head of Service (Technical Services)	30/04/2024 30/11/2024	<p><u>Management Comments:</u></p> <p>Our QL system is now set up to produce post inspections and the repairs contact centre team pull these off each week (Monday) and make appointment/book in diaries for Supervisors to carry out inspections. Our IT consultants are developing report to provide us with post inspections results, and this is due by the end of November 2024.</p> <p><u>Internal Audit Comments:</u></p> <p>We note the progress of this recommendation and understand the technical requirements has caused a delay in fully completing it. We will follow up in due course.</p>
	b) Management will ensure all guidance on raising repair requests is consistent for tenants and that no outdated contact details remain on the Council website.	Medium 	Head of Service (Technical Services)	31/05/2024 31/12/2024	<p><u>Management Comments:</u></p> <p>Updated guidance is under review by the Head of Service to wording is appropriate before sending approved changes to senior leadership to make changes to website.</p> <p><u>Internal Audit Comments:</u></p> <p>We note the progress of this recommendation. We will follow up in due course.</p>

FOR MORE INFORMATION:

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The matters raised in this report are only those which came to our attention during the course of our audit and are not necessarily a comprehensive statement of all the weaknesses that exist or all improvements that might be made. The report has been prepared solely for the management of the organisation and should not be quoted in whole or in part without our prior written consent. BDO LLP neither owes nor accepts any duty to any third party whether in contract or in tort and shall not be liable, in respect of any loss, damage or expense which is caused by their reliance on this report.

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