

Appendix 2

Management Action Plan For: - Council Tax 2006/07

| Append / Para | Recommendation | Significance L Low M Med H High | Agreed / Not agreed | Officer Responsible | Officer Comment | Implementation date |
|---------------|--|--|---------------------|------------------------------------|---|---------------------|
| 1.5.1 | We recommend that Valuation Office Agency property totals be reconciled to Peric on a monthly basis. The Principle Revenue Officer or Local Taxation Manager should review the reconciliation and sign and date it. | L | Agreed | Ian Wilson, Local Taxation Manager | | Feb. 07 |
| 1.5.2 | We recommend that discrepancies noted during reconciliation's are investigated, documented and management sign as being reviewed. | M | Agreed | Ian Wilson, Local Taxation Manager | | Feb. 07 |
| 1.5.3 | We recommend that The Council Tax Section operational procedures are brought up to date and inclusive of Pericles processes. | L | Agreed | Ian Wilson, Local Taxation Manager | | July 07 |
| 1.5.4 | We recommend that every month the property submission report be produced, even for nil submissions. These reports should be initialled / signed and dated to certify that the report has been submitted and reviewed. | L | Agreed | Ian Wilson, Local Taxation Manager | | Feb. 07 |
| 1.5.5 | We recommend that in addition to a formal Council wide disaster plan, the Council Tax (Revenue) Section should have in place a contingency document that would instruct staff on how to continue operations where access to IT is not possible. | L | Agreed | Ian Wilson, Local Taxation Manager | The Corporate Disaster Plan drives the Council Tax contingency plan. The individual Revenue Section plan feeds into the Corporate plan. A draft | On-Going |

Management Action Plan

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| | | | | | Section plan has been produced. | |
| 1.5.6 | We recommend that a staff register of interest should be produced. The register should reference what may constitute a conflict of interest. All staff should make an annual declaration of interest. | L | Agreed | Ian Wilson, Local Taxation Manager | | Feb. 07 |
| 1.5.7 | We recommend that the Revenue Section develop an annual plan that includes IR courses. | L | Agreed | Ian Wilson, Local Taxation Manager | The Hertfordshire Revenue Group are working together to provide a structure of training for Council Tax and NNDR. | On-Going |
| 1.5.8 | We recommend that refund request be investigated by the Assistant Revenue Officer, and then passed to the Revenue Officer for input to Pericles. The use of “ batch authorisations ” in Pericles should be implemented. This would then require the Principle Revenue Officer to authorise every refund through Pericles batch authorisations. No refund should be made without this independent authorisation. The ICT Project Manager should investigate the operation and implementation of “batch authorisation”. This process could also be used for write off authorisations. | H | Agreed | Ian Wilson, Local Taxation Manager | Requires discussion with Head of Service and IT Management | To be discussed |
| 1.5.9 | We recommend that management review the number, value and percentage movement of refunds as compared to previous periods, each month to identify anomalies that may occur. | L | Agreed | Ian Wilson, Local Taxation Manager | | April 07 |

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| 1.5.10 | We recommend that the starter / change form should list systems that access is being requested to and the level of access. All forms / documents should be retained on file with IT helpdesk. Review of Pericles users should be completed on a regular (quarterly) basis to ensure that staff with legitimate need have access. At present there are 218 users where the maximum total capacity of the three Pericles Servers is 90. | M | Agreed | Ian Wilson, Local Taxation Manager | To be discussed with Head of Service | To be discussed |
| 1.5.11 | We recommend that to adequately safeguard the Pericles Benefit and Revenue system that the independent Pericles login requirement be activated. | H | To be confirmed | Ian Wilson, Local Taxation Manager | To be discussed with Head of Service | To be discussed |

Signed _____ (Head of Service) Date _____