

**Management Action Plan For: - Housing Rents 2006/07**

**Appendix B**

Appendix / Para	Recommendation	Significance L Low M Med H High	Agreed / Not agreed	Officer Responsible	Officer Comments	Imp date	Progress to 31/12/07
5.1	We recommended that documented procedures be produced to govern the opening of new rent accounts and the management of future occupancies in the system and how these accounts will be reviewed to verify that accounts have been established correctly.	L	Agreed	Margaret Worrell		June 07	Implemented June 07
5.2	(a)We recommend that when the Tenancy Assistant checks and creates a new rent account pay reference, that they sign and date the Audit Control Log. (b)The Tenancy Services Administration Officer should review the Audit Control Log monthly to ensure all accounts have been set up in the system and sign and date the log as being reviewed.	L	Agreed	Margaret Worrell		Completed May 07	Implemented May 07
5.3	We recommend that all processes are documented and procedures developed and issued to staff for dealing with Housing Rents – creating rent account/terminating rent account/assigning	M	Agreed	Ben Tranter/ Margaret Worrell		March 08	Work in progress. Processes created due to be implemented soon
5.4	We recommend that management complete a financial and operational process map to identify and minimise areas of risk.	M	Agreed	Ben Tranter		June 07	Implemented Dec 07
5.5	We recommend that staff who make home visits and may come in contact with vulnerable people and/or minors, be required to have Criminal Records Bureau checks completed for the protection of both employee and SHL.	M	Being considered	Human Resources Police SHL	This was not required under SBC. HR are investigating if this is required under SHL	Sept 07	Implemented only for Supported Housing Officers
5.6	We recommend that a register of staff interest be created. This register should have a procedure agreed of what is considered a conflict of interest. Also recommended in 2005/06 Audit.	M	Agreed in principle	Chris Pierce	Management procedure is in place	Sept 07	Implemented Sept 07

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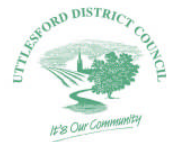
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5.7	We recommend that <ul style="list-style-type: none"> <li>A monthly traffic light monitoring report should be introduced. This would allow management to monitor the arrears BVPI information monthly, in advance of quarterly BVPI results and to take corrective action as required.</li> <li>That management establish benchmarking against top quartile social landlords.</li> </ul>	M	Agreed	Ben Tranter	Should be achieved with Housemark	Sept 07	Implemented for Quarter 3 of 2007/08
5.8	<b>We recommend that</b> unidentified Benefit payments are traced through the originating batch payment number in order to identify the tenant that the payment belongs to or to refund benefits.	L	Alternative action proposed	Margaret Worrell	Require a process of writing off credits	June 07	Write-off have been worked on to 2004. Work in progress on 2004 - present
5.9	We recommend that rules governing the Direct Debit Scheme be complied with for the collection of Housing Rents. The requirement is that changes are notified "at least 10 working days in advance" i.e. 14 calendar days as opposed to the Council/SHL term of 7 days.	L	Agreed.	Margaret Worrell	Form to be changed when AUDDIS comes into effect	Oct 07	Work in progress
5.10	We recommend that there is a need to monitor adherence to the Protocol Agreement (SLA) by the Tenancy Services Manager and the Benefits, Head of Service. As previously noted the Housing BVPI 66C is 22% off target for arrears.	H	Agreed	Ben Tranter Carl Roberts	Quarterly meeting to be arranged	June 07	Implemented June 07
5.11	We recommend that <ul style="list-style-type: none"> <li>As a minimum requirement, system screen prints of the notes for former tenant accounts are attached to the write off schedule as evidence of action taken to recover.</li> <li>Monthly monitoring of write offs is established to measure current write off levels against previous periods and prior years.</li> </ul>	L	Disagreed	Margaret Worrell	Not agreed. Checking done by Margaret Worrell		Alternatives being investigated

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5.12	<p>We recommend that</p> <ul style="list-style-type: none"> <li>• Immediate training be given to benefit staff in how to reconcile the Benefit rent payments.</li> <li>• The weekly reconciliation of Benefit Rent payments must be reviewed by the Benefit Manager and evidence of this review is by signature and date.</li> <li>• Variances should be investigated and the results recorded. Monthly the reconciliation should be reviewed by the Head of Service and signed as reviewed.</li> <li>• Management should provide details of how this reconciliation will be completed for the 2006/07 financial year.</li> </ul>	H	Agreed	Carl Roberts	To be completed by year end 06/07	April 07	5.12.1 – Weekly balancing between Northgate + Pericles 5.12.2 – Work in progress by Head of Rev 5.12.3 – Work in progress by Int Head of Fin to produce matrix of reconciliations 5.12.4 – completed Apr 07
5.13	<p>We recommend that supporting documentation in support of the refund is attached to the proforma. At minimum a copy of the e-mail received from Benefits confirming that there are no benefits overpayments.</p>	L		Ben Tranter	Comments yet to be provided.	April 07	Implemented Apr 07



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5.14	We recommend that operational contingency plans are drafted to support the continued operation by Tenancy Officers in the event of IT loss or disaster.	M	Agreed	Debbie Rabot	Business Continuity Plan.  Priority is : Emergency rehousing/preventing homelessness IT backup facility is in place.		Work in progress being addressed by Business Continuity Plan

Signed \_\_\_\_\_ (Head of Service) Date \_\_\_\_\_