

**RECOMMENDATIONS NOT YET IMPLEMENTED OR INADEQUATELY IMPLEMENTED**

Audit	Ref	Recommendation	Implementation plan agreed	Comments	Audit Comment
"Housing Rent" (August 04) by NCC	3.2	Existing stocks of rent strips should be replaced by pre-numbered strips to ensure rigorous control. These should then be controlled by recording the number of strips issued from stock, with any spoilt strips recorded and signed for.	It was agreed that when the existing rent strip stocks are used up, the new supplies ordered would be pre-numbered.	The old supplies are still in stock probably until December 2005 and the section confirmed that once the existing stock is utilised, the recommendation would be fully implemented.	Satisfactory progress
"Lending and Borrowing" (September 2004) by NCC	2.3	Guidance on credit rating in the "Treasury Management Practices" document should be amended if all counter parties are still acceptable to the authority.	It was agreed that the Treasury Management Practices would be resubmitted for approval after 30 September 2004 in order to be incorporated along with the items identified at audit.	The proposed amendments were made to the "Treasury Management Practice" document and were submitted to the leader of the council for approval.  Implementation of agreed action is now completed but the proposals are still waiting for approval by the leader of the council. To be considered further at the next audit review.	Satisfactory progress
"Officer & Member Disbursement" (September 2004) by NCC	2.9	Claim forms when being revised should incorporate times away from base.	It was agreed that claim forms are due to be revised, and this would incorporate times away from base when new stocks are required. No further recommendation is required at this audit.	A Senior Assistant accountant confirmed that this is a recommendation that has been brought forward from the previous audits. Its implementation is delayed because stocks that were ordered	Satisfactory progress

**RECOMMENDATIONS NOT YET IMPLEMENTED OR INADEQUATELY IMPLEMENTED**

Audit	Ref	Recommendation	Implementation plan agreed	Comments	Audit Comment
		<i>Continued...</i>		prior to the audits are yet to be used up, but it is anticipated that these will run out of stock in March/April 2006 at which point the new books to be ordered will take on board full implementation of the recommendation.	
"Bank Accounts" (September 2004) by NCC	1.2	Outstanding verifications should be brought up to date as soon as possible and future reconciliations should be independently verified on a monthly basis.	A Principal Accountant (Treasury) will aim to clear the backlog during 2004/5, and to move towards an ongoing verification within one month of the relevant period as soon as possible thereafter.	<p>At the time of audit recommendation follow up review, all reconciliations from June 2003 to April 2004 had been prepared and verifications by the Principal Accountant appropriately brought up to date.</p> <p>However although the Assistant accountant has completed reconciliations for the period between May 2004 and December 2004 (8 months), these have not been verified at all by the Accountant in line with the NCC recommendation and an agreed implementation plan.</p>	Unsatisfactory progress. This has also been commented on by the Audit Commission.

**RECOMMENDATIONS NOT YET IMPLEMENTED OR INADEQUATELY IMPLEMENTED**

Audit	Ref	Recommendation	Implementation plan agreed	Comments	Audit Comment
"Leasing" (September 2004) by NCC	2.3 & 2.4	A reminder should be issued to all departments, to ensure that all leased assets are appropriately recorded in departmental inventories (and marked as a leased asset). The inventory should also show that the asset has been subject to a physical check on an annual basis.	The Manager of Resource Services has been requested to ensure that an appropriate flag is added to the inventories carried out each year, to allow leased assets to be identified. It is anticipated that this need only be as simple as "L" for leased asset.	A reminder was sent out to remind all departments to ensure that leased assets are appropriately recorded in departmental inventories (Resource Services manager) and that such assets should be subjected to an annual physical check to verify existence.	Satisfactory progress
"Leasing" (September 2004) by NCC	1.3	The assessments that are used to decide whether or not leasing is the best option are retained for a suitable period.	The Head of Finance has agreed in principle an appraisal model provided by Chrystal Consulting, and either this or an in-house solution is anticipated for 04/05.	Acquisitions of assets during the year were financed by the Usable Capital Receipts reserve (account) i.e. proceeds from the sale of fixed assets.  Consideration of leasing as a financing option and an application of the Chrystal Consulting Financing appraisal model will be made in the next financial year when financing by loans is considered to be amongst the possible options.	Satisfactory progress

**RECOMMENDATIONS NOT YET IMPLEMENTED OR INADEQUATELY IMPLEMENTED**

Audit	Ref	Recommendation	Implementation plan agreed	Comments	Audit Comment
"Leisure Income" (January 2004) by NCC	1.5	<p>Any future update of the Leisureflex system should include a swipe facility to record the DNA user against zero cost activities.</p> <p>Any future update of the Leisureflex system should include a central input facility for prices.</p>	<p>The future update of the Leisureflex system will include a swipe facility to record DNA users.</p> <p>Any future update of the Leisureflex system will include a central input facility for prices.</p>	Follow up not completed. Unable to contact the Leisure Facilities Officer due to ill health.	Satisfactory progress
"Leisure Income" (January 2004) by NCC	2.6 Low	Any future update of the Leisureflex System should include a facility for local management to be able to run their own user listings.	The future update of the Leisureflex system will include a facility for local management to be able to run their own listings.	Follow up not completed. Unable to contact the Leisure Facilities Officer due to ill health.	Satisfactory progress
"Leisure Income" (January 2004) by NCC	2.7	The roll out of sundry debtor creation facilities to the Leisure Centres needs to be accompanied by a standard practice for the handling of income received by post. (The instructions in the Quality Management Manual have not been updated since the late 1990's).	The new Leisure Management System, if introduced, will enable the Authority's sundry debtor facilities to be available to the leisure centres. This will ensure a standard practice for the handling of income received by post.	Follow up not completed. Unable to contact the Leisure Facilities Officer due to ill health.	Satisfactory progress

**RECOMMENDATIONS NOT YET IMPLEMENTED OR INADEQUATELY IMPLEMENTED**

Audit	Ref	Recommendation	Implementation plan agreed	Comments	Audit Comment
"Leisure Income" (January 2004) by NCC	6.1	The rollout of responsibility for raising debtors to individual leisure centres should be completed as soon as possible and the opportunity taken to ensure that procedures and record keeping are standardised.	The new Leisure Management System will enable the Borough's debtors system to be adopted at the leisure centres. It is recommended that changes to the current system be implemented at the same time as the new Leisure Management System.	Follow up not completed. Unable to contact the Leisure Facilities Officer due to ill health.	Satisfactory progress
"Contracts" (December 2003) by NCC	3.10	In the interests of continual improvement, a formal review of the successes and lessons to be learnt from completed Engineering and Property projects should be undertaken	A lessons-learned review used to be undertaken at the conclusion of most projects and adjustments made to procedures and practices. This audit has revealed that this appears to have tailed off. A control form based on that at Appendix A is to be developed and reviews recommenced.	<p>No formal post project reviews are conducted yet however, a formal feedback meeting was conducted for the one-stop shop project following conclusion where successes and weaknesses were highlighted.</p> <p>Previously a satisfaction feedback questionnaire was used to evaluate the successes or failures of the projects from which lessons could be learnt.</p> <p>A feedback questionnaire form will be revised in the next few weeks and further revisions may be required to take into account specific issues relevant to each project.</p>	Satisfactory progress

**RECOMMENDATIONS NOT YET IMPLEMENTED OR INADEQUATELY IMPLEMENTED**

Audit	Ref	Recommendation	Implementation plan agreed	Comments	Audit Comment
		<i>Continued...</i>		Formal post project reviews will be reinstated following the conclusion of the major project currently underway and subsequent contracts.	
"Mortgages" November 2003	5.2.6	It is RECOMMENDED that consideration should be given to raise these few invoices through the Debtors system.	Agreed to be implanted at the time of an audit.	<p>The blanket policy that allows the council to raise invoices for insurance premiums in relation to mortgages is only applicable to <u>twelve</u> properties and hand written invoices have sufficed in the circumstances, as the volume has always remained manageable for the process.</p> <p>Changes are however due to be made to the existing policy whereby the "blanket policy" will cease to operate with effect from March, 2005 when the invoicing function will be administered by the insurance company itself.</p> <p>This is not fully agreed yet but preliminary discussions are in their early stages.</p> <p>Until further developments are</p>	Satisfactory progress

**RECOMMENDATIONS NOT YET IMPLEMENTED OR INADEQUATELY IMPLEMENTED**

Audit	Ref	Recommendation	Implementation plan agreed	Comments	Audit Comment
		<i>Continued</i>		known on this arrangement, Mortgage insurance premium invoices will continue to be processed manually and not via Debtors system.	
"Direct Services - Departmental" February 2004	1.1	Written procedure notes should be brought up to date and maintained on a regular basis, such that staff are kept aware of the regulations and processes with which they are expected to comply.	Will be implemented by 31/3/04.	Since deregistration of the ISO 9002 quality standard, the manual has not been updated. Staff use simplified version of the manual. Operational staff are made aware of the need to comply with the regulations and processes informally by the manager.	Satisfactory progress
"Direct Services - Departmental" February 2004	2.3	The minimum stock levels and the re-order levels be entered to the stores system and used so that orders can be placed by staff other than the stores supervisors.	This will be implemented by April 2004, except for highways and street lighting, which are likely to run down over next year.	Minimum stock and re-order levels are not input into the system. Stores cards showing stock balances are used and whenever there is material requisition, stock balances are checked to ensure there are adequate stock levels for the job.  The department confirmed that following the transfer of the Highways Agency to Nottinghamshire county council, this would be implemented by April 2005 (suggested timescale).	Satisfactory progress