

Audits completed since the last Committee meeting (17th July 2023)

<u>Audit title</u>	<u>Critical Risk</u>	<u>High Risk</u>	<u>Medium Risk</u>	<u>Low Risk</u>	<u>Total no of Exceptions</u>	<u>Overall Assurance level</u>	<u>Summary</u>
Westward House In/Out	0	2	3	2	7	Limited Assurance	<ul style="list-style-type: none"> • Moving IN forms are completed for every tenant in full and saved in one agreed location. • Licences are signed and scanned for every tenant and saved in one agreed location. • Move IN emails are sent for every tenant to the Benefits System Team on move IN day with all key information completed. • Moving OUT forms are completed for every tenant in full and saved in one agreed location. • Move OUT emails are sent for every tenant to the Benefits System Team on move OUT day where possible with all key information completed. • Daily Cash sheets to be accurately completed including totals and payment methods. • Processing through Pay 360 to be completed as the transaction is completed and the CAN number recorded accurately. • Clear information regarding the allocation of payments to suspense accounts to be sent from WWH – BST • Monthly reconciliation of the rent suspense account to be completed by the BST and any data missing from WWH to be feedback. • HATL to complete banking for G4S collection for 1st to 31st of each month. • HATL to consistently send finance the monthly reconciliation information that has been set up in their new process. – Email with Pay 360 report, confirmation of amount collected by G4S and any differences in between these amounts.

APPENDIX 1

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							<ul style="list-style-type: none"> • BST and Finance to complete Civica- Wrapp reconciliation on a monthly basis until process is streamlined. • BST to complete monthly reconciliation of Northgate – Wrapp until process is streamlined. • Files saved within Wrapp folders to be of a consistent pathway/label to assist both teams & Audit in locating the correct documents. • All officers completing move outs to send required emails to Debt Recovery team to communicate tenants rent account positions. • Historical Debt to be reviewed and actioned as appropriate. • Closed Paper files held with EPH and Depot to be review, removed, and destroyed as per the Data Retention Scheme Policy. • The external website to be updated with a housing specific Protection policy. • Monthly reconciliation of Electricity Cards and Washing Machine tokens against actual count and Pay 360 sales. • All currently held unusable or void cards to be destroyed. • All future void cards or cards used to re-set meters to be recorded on stock spreadsheet and destroyed. • All deliveries of new cards/Tokens to be immediately recorded on the stock tracker. • All charges for recharge to individuals rent accounts to be agreed and communicated with the BST team. – process required.

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							<ul style="list-style-type: none"> Tracker to be set up in WWH to record any works to be completed over and above 'normal' end of tenancy costs or repairs. This is to be communicated to Finance and the BST for the appropriate actions to be taken.
Council Tax & Debt Recovery	0	0	0	2	2	Assurance	<ul style="list-style-type: none"> All CAR items that don't automatically update will continue to go into the normal work queue to be processed manually. All class G exemptions will be specifically checked in bulk as part of the billing process. All discounts and exemptions will be reviewed (outside of the normal review process) to identify any long-term historical reductions that need investigating further.
Creditors	0	0	0	2	2	Assurance	<ul style="list-style-type: none"> Internal Audit will continue to perform focussed testing in the 2023-2024 Audit Plan. Internal Audit will continue to perform focussed testing in the 2023-2024 Audit Plan.