

Appendix C

Follow Up Reviews

Audit Title	Management Actions			
	Implemented	Partially Implemented	Not implemented	No Longer relevant
Staff Performance Management	0	8 (8)	4	0
Footways Business Case Review	11	0	4	0
Supplier registration	0	4 (3)	2	0
Children In Need	8	0	0	0
School Effectiveness/Monitoring	8	0	0	0
Arboriculture	2	1	3	0
Joint Front Door (Customer Services/ASC)	9	0	0	0
P2P Programme	4	1	0	0
London Borough of Culture	5	0	0	0
Licensing of Landlords	2	2	0	1
I4B Property Acquisitions	4	2 (1)	0	0
Discretionary Housing Payments	4	2	0	0
IT Licencing	9	4	0	0
Accounts Receivable	7	4 (1)	4 (3)	0

The numbers in brackets are high risk actions not fully implemented and detailed below:

Staff Performance Management – The high risk actions, all partially implemented, relate to the Performance Management Framework (PMF), training, guidance and objectives. A new PMF is to be circulated to staff later this year. A standard objective template is due to be introduced along with the updated PMF which will facilitate the setting of objectives for staff.

Supplier Registration – This audit was followed up as part of the follow up work on the ongoing P2P Programme. The high priority issues were;

- Procedure Documents – to support the new process;

- Supplier Registration Checks and;
- Supplier Database Cleansing.

Completion of the actions is part of the P2P Programme. Further audit work is scheduled in 2020/21 on the Programme and will include a further review of the yet to be implemented actions and how the new i-supplier process is working.

I4B Property Acquisitions – The partially addressed high risk action relates to the i4B Management Team working towards using CRM Dynamics as the sole database for recording and storing information on property acquisitions. CRM is still not the sole database due to ongoing system errors and a revised date has been agreed for 30 September 2020.

Accounts Receivable – The high risk actions either partially or not implemented were:

- The backlog of chargeback transaction should be reviewed. Where feasible chargebacks should be investigated and correspondence should be sent to World Pay, the relevant service area and customers (if applicable).
- The team should trial the new process and ensure all chargebacks are investigated in full and correspondence sent to all the relevant parties.
- Any outstanding chargebacks debit balance on the payroll accounts should be credited and reconciled against the 279 accounts.
- Priority should be given to rectify AIM/bank accounts mapping issue. Until the mapping issue is resolved, all the incorrect journal entries made by AIM should be identified and correctly reconciled, at least on a monthly basis.

The revised completion date for all outstanding actions is 30 September 2020.