

SLOUGH BOROUGH COUNCIL
AUDIT & CORPORATE GOVERNANCE COMMITTEE
ACTION PROGRESS REPORT

Actions Arising from Meetings

Minute reference	Agenda item and Action required	Lead Officer	Status / Comment
17.	<p>Risk Management Update Quarter 2 2022/23</p> <p>Adult Social Care Programme back dated invoices raised to the value of £889k – details of amount collected.</p>	Executive Director People (Adults)	<p>Adults Social care programme</p> <ul style="list-style-type: none"> • Outstanding payments have been reduced by circa £200k and progress continues to be made • Representatives from all parts of the system attended a meeting last week to understand better where the blocks are. It was agreed that a revised flow diagram be produced illustrating the end to end process and how to go about identifying where specific pieces of work are within the system. • Agreed to advise Providers that invoices must relate to 1 person at a time. Large multiple invoices pertaining to different clients with approvals in different parts of the system creates significant confusion. Also some invoices get block because individual clients may require authorisation. It is easier for us to maintain cash flow to providers when we are able to pay for individuals that have authorised packages.

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	<p>Energy Strategy report considered at Cabinet to be circulated to Committee.</p> <p>Analysis of exit interviews - consideration be given to reporting to E&A Committee on a more regular basis than annually.</p> <p>Explore whether LinkedIn used as a platform/tool for advertising vacancies</p> <p>Details of proposed training/development sessions for the Committee (including those with the LGA) to be circulated</p> <p>Data re average amount of time and longest spent in Temporary Accommodation and comparison of this with national data.</p>	<p>Executive Director Place & Community.</p> <p>Associate Director, Customer</p> <p>Associate Director, Customer</p> <p>Director of Finance</p> <p>Executive Director Place & Community</p>	<p>Completed. Information circulated to the Committee on 15/11/2022</p> <p>Completed. Next report will be taken in early 2023</p> <p>Completed. The council does use LinkedIn to advertise jobs</p> <p>Completed. Training was delivered on 24th November 22 primarily for scrutiny committee members on budget setting and savings. Member training to be arranged in December in relation to the 18/19 accounts.</p> <p>Completed. Data on amount of time in Temporary accommodation is as follows (end of Quarter 2 2022):</p> <table data-bbox="1653 906 1989 1200"> <tr><td>0 > 6 months</td><td>108</td></tr> <tr><td>6 months > 1 year</td><td>71</td></tr> <tr><td>1 year to 2 years</td><td>154</td></tr> <tr><td>2 years to 3 years</td><td>42</td></tr> <tr><td>3 years to 4 years</td><td>30</td></tr> <tr><td>4 years to 5 years</td><td>18</td></tr> <tr><td>5 years to 6 years</td><td>8</td></tr> <tr><td>6 years and above</td><td>3</td></tr> </table> <p>Average is 54 days</p> <p>The department are investigating the availability of national data</p>	0 > 6 months	108	6 months > 1 year	71	1 year to 2 years	154	2 years to 3 years	42	3 years to 4 years	30	4 years to 5 years	18	5 years to 6 years	8	6 years and above	3
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	Structure for permanent Finance Team - securing external support to assist with recruitment and retention: details of what external support (CIPFA) and cost implications of this.	Director of Finance	<p>Completed. Entered into a contract for up to £110k. Support includes:</p> <ul style="list-style-type: none"> • Advertising costs associated with the recruitment programme. • Support for Interviews and Assessment Centres and recruitment • Permanent staff assessment and development planning
19	<p>Local Government and Social Care Ombudsman Upheld Complaints and Statutory and Corporate Complaints Summary</p> <p>Internal complaints data: Stage 1 complaints - clarification whether the numbers included referrals made by Councillors or complaints received direct from the public.</p>	Complaints, Casework & FOI Lead.	<p>Completed. The number of complaints do not include member casework. The complaint numbers within the report are those submitted by residents.</p>
20	<p>Internal Audit Quarterly Progress Report</p> <p>Annual Review of Reliefs: Further details to be provided regarding procedure in place to ensure discretionary relief only applied/given to those eligible.</p>	Director of Finance/Executive Director Place & Community.	<p>Annual review of reliefs Completed. The Council has commenced work with Liberata to ensure that during the next annual review of mandatory and discretionary relief the report produced includes whether each ratepayer contacted provided a response and Liberata's recommended action in each case.</p>

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	<p>Overpayments Invoices and Recovery (HR) – details on and progress of agreed management action plan in place on a go-forward basis to ensure not repeated in future.</p>	<p>Director of Finance.</p>	<p>This report will be reviewed and signed-off in a timely manner, with any differences from Liberata’s recommendations clearly recorded.</p> <p>Overpayments Invoices and Recovery (HR) Overpayments – Invoices and Recovery Overpayments are recorded within the Adjustment Register, with methods of recovery including payroll deductions (for current staff) and invoicing (for former staff). There had been three overpayments made since April 2021 (totalling £9,643), one to a current staff member which we confirmed was Slough Borough Council Internal Audit Progress Report 15 being recovered through monthly payroll deductions. The remaining two overpayments were to former staff members and we confirmed that the Payroll team had requested line managers/accountants to raise invoices. However, a review of the Agresso system found this had not occurred. Whilst both invoices were raised during our review (when we highlighted the issue), we noted that there was currently no checking process in place to ensure these requests had been actioned. Without ensuring checks are completed to ensure invoices for payroll overpayments are raised, there is a risk that overpayments may not be recovered. (Medium)</p>

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	<p>Debt Recovery Policy - details be provided regarding the time period the debt referred to.</p> <p>RMI Contract Management Osborne - Strategic Management Board: Date of meeting held to be confirmed.</p>	<p>Director of Finance.</p> <p>Executive Director of Place & Community</p>	<p>Debt recovery policy Completed. General debts of up to six years old are being pursued</p> <p>Completed. Meeting was held on 11th July 2022</p>
23	<p>Forward Work Programme</p> <p>Anti-Fraud Policy to be added to the work programme</p>	Democratic Services	Completed. Added to work programme.