

Decision Maker: **AUDIT SUB-COMMITTEE**

Date: **30th June 2022**

Decision Type: Non-Urgent Non-Executive Non-Key

Title: **MATTERS ARISING**

Contact Officer: Stephen Wood, Democratic Services Officer
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Chief Officer: **Tasnim Shawkat—Director of Corporate Services and Governance**

Ward: N/A

1. Reason for report

To update the Audit Sub-Committee on progress with Matters Arising (Part 1) from previous meetings and noting any matters that are still outstanding.

2. **RECOMMENDATION(S)**

To note and comment on progress with matters arising from previous meetings.

To recommend any action as deemed appropriate with respect to matters that have not been resolved.

Corporate Policy

1. Policy Status: Existing Policy:
 2. BBB Priority: Excellent Council
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Financial

1. Cost of proposal: Not Applicable:
 2. Ongoing costs: Not Applicable:
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £366,000
 5. Source of funding: 2022/2023 revenue budget
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Staff

1. Number of staff: 6 FTE
 2. If from existing staff resources, number of staff hours: Completion of "Matters Arising" reports for the Audit Sub Committee normally takes a few hours per meeting.
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Legal

1. Legal Requirement: None:
 2. Call-in: Not Applicable: This report does not require an Executive Decision
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): This report is intended primarily for the benefit of members of the Audit Sub-Committee so that Committee Members can monitor progress made on matters that are outstanding from previous meetings.
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: N/A
3. **COMMENTARY**

Attached is a schedule of matters outstanding from previous meetings of the Audit Sub Committee with a note of progress made. Most of these issues are taken up in more detail in the progress reports on the agenda (parts 1 and 2). Once an outstanding matter has been completed it will be removed from the schedule.

Non-Applicable Sections:	Policy/Financial/Legal/Personnel
Background Documents: (Access via Contact officer)	Previous Minutes of Audit Sub Committee.

Appendix 1

Issue & Date	Summary	Update and/or Action being taken.	By	Status
<p>Minute 100 02.03.22 IAPR</p>	<p>The Head of Audit and Assurance would investigate if the Housing Needs, Early Intervention and Advice Contact Centre had any way of identifying shortcomings in the information provided to the public on the Council website</p>	<p>The Housing Options and Advice phone line is operated by the LBB Housing Service, although callers may also come through the main switchboard number. Regarding 'identifying shortcomings' on the Housing website offer, the departmental response to the Management Action Plan was that 'This has been identified as a critical piece of work, for the department as a whole and is being led on by Compliance and Strategy. We recognise that as a minimum, housing advice needs to be available, accessible and clear to a wide audience to support them in finding a solution to their housing situation.</p> <p>The Compliance & Strategy Team has already begun work to benchmark against other LA websites to ensure that the updated information is in line with good practice and also reflects the current work and housing options provided by the service on a day to day basis.'</p>	<p>Compliance and Strategy Team</p>	<p>Closed</p>
<p>Minute 100 02.03.22 IAPR</p>	<p>The Head of Audit and Assurance would find out if it was possible for Members to have sight of the 'Housing Performance Digest.</p>	<p>The Assistant Director of Housing advised that the Performance Digest is an internal performance document that is currently being refined. Key KPIs are reported through the quarterly Portfolio Plan updates to RR&H PDS. Thematic sessions are also provided to RR&H; the most recent is linked here Agenda for Renewal, Recreation and Housing Policy Development and Scrutiny Committee on Wednesday 16 March 2022, 7.00 pm (bromley.gov.uk)</p>		<p>Closed</p>
<p>Minute 100 02.03.22 IAPR</p>	<p>The Head of Audit and Assurance would investigate why some supported housing accommodation had been vacant for up to 18 months.</p>	<p>The Head of Complex and Long Term Commissioning has advised that:</p> <p>“The voids are at a supported living scheme commissioned from Provider A. These long term voids resulted from a tenant passing away and another tenant moving on due to a change in needs. The voids occurred prior to the pandemic and this made filling them difficult due to:</p>		<p>Closed</p>

		<p>Clients and their families being fearful of moving into a location where staff (who may unwittingly bring the virus in to care settings) and other service users are present;</p> <p>Existing tenants and their families being concerned about new people moving in with them;</p> <p>The physical process of arranging visits being much more difficult.</p> <p>In addition to the above, some elements of the building's décor were in poor condition and the rooms were not attractive to people viewing. The redecoration works were undertaken during the Autumn of 2021 and this has improved matters significantly.</p> <p>Commissioners are also meeting with the provider to agree actions that will make the building more attractive to younger people.</p> <p>Whilst the rooms are not yet occupied, there has been a thorough overhaul of the nominations process, and referrals and assessments by the provider are now being processed. In addition to this, commissioners will be undertaking a strategic review of supported living properties in the Borough that will aim to maximise use of the available properties."</p>		
<p>Minute 100 02.03.22 IAPR</p>	<p>The Head of Audit and Assurance would check if clients (for whom supported living payments had previously been paid when they had returned to live with parents) had now returned to their supported living accommodation.</p>	<p>The Head of Complex and Long Term Commissioning has advised that:</p> <p>"One service user returned home during the pandemic, they did not return to Supported Living. They have now returned to Residential Care. For context 2 people did leave residential care to return home, these have both now returned to residential care."</p>		<p>Closed</p>
<p>Minute 100 02.03.22 IAPR</p>	<p>The Committee recommend to the Director of HR that if managers did not deal with recommendations that had been identified by the Internal Audit Team, this should be noted in the manager's Annual Performance Review.</p>	<p>The Committee Clerk informed the Director of HR concerning this recommendation from the Committee. The Director of HR asked the Head of HR, Business Systems and Reward to action.</p>	<p>Head of HR, Business Systems and Reward.</p>	<p>TBC</p>
<p>Minute 100</p>	<p>A report be presented to the GP&L Committee that would</p>	<p>Awaiting an update on the drafting of the report.</p>	<p>Vinit Shukle</p>	<p>Ongoing</p>

02.03.22 IAPR	formalise a new and more effective policy for dealing with FOI requests. After being considered by the GP&L Committee, the report should also be presented to the ER&C Committee.		and Lucinda Bowen.	
Minute 100 02.03.22 IAPR	The Head of Audit and Assurance would find out if three quotes had been obtained for the UPS for the Data Centre.	The Council's electrical contractor sourced the UPS, which is currently on order. The contractor undertook some research and provided a report to the Council containing two quotes from different suppliers for the UPS.		Closed
Minute 100 02.03.22 IAPR	The Head of Audit and Assurance would find out how many grants had been paid out with respect to the Additional Restrictions Grant Scheme.	See table below:		Closed

The Project Team have provided an updated table as below:

Type of ARG scheme	Total number of applications received	Total number of applications rejected	Total number of payments made	Total amount paid
Start up grant scheme	31	17	14	£110,500
Business growth scheme	320	275	45	£931,209.26
Vacant unit scheme	146	124	22	£1,016,728.85
Cultural scheme	80	50	30	£466,789.86

So far as the rejected claims are concerned, these were for a variety of reasons. The main ones were that (i) there was not sufficient evidence provided by the applicant to support the application or (ii) the application didn't meet the eligibility criteria for the scheme.