

Progress Update on 2015/16 High Priority Recommendations

High Priority Recommendation	Agreed Action	Responsible Officer	Implementation Date	Current Position
Cash Handling (Reported to Committee November 2015)				
<p>Gypsy site rent receipts were not being issued by the collecting officer for monies collected and in this respect any allegations of fraud or irregularity could not be systematically refuted.</p> <p>In addition the rent account system is not operational and individual rent accounts are not up to date.</p>	<p>Signed receipts will be issued for all gypsy site rent transactions. A copy of this will be retained and the receipt number recorded on the weekly collection sheets held.</p> <p>Once operational again up to date rent accounts will be posted with historic rent debit and payment transactions for 14/15.</p>	Housing Operations Manager	Nov 2015	<p>The Gypsy Liaison Officer is issuing receipts for the rent. The Housing Operations Manager continues to monitor this at regular one to one meetings.</p> <p>The rent account system is operational and all historic transactions have been posted.</p> <p>An audit of the housing rent accounting and reconciliations is planned for 2016-17</p>
Fraud Review (Reported to Committee November 2015)				
<p>The Council should streamline its strategic approach to include anti-fraud and anti-bribery awareness training that should be delivered as part of an induction process. Having been delivered at induction the training should include a continuing rolling process of bespoke fraud and bribery awareness sessions delivered on a yearly or bi-yearly basis. These session should be supplemented with:</p> <p>Leaflets, flyers and anti-fraud and bribery literature</p>	<p>This will be incorporated into the Corporate Governance Action Plan and training will be developed. Initial training will be given to the Leadership Team and bi yearly awareness sessions will be established</p> <p>The induction training will be reviewed to ensure it adequately reflects the Council's approach to fraud.</p>	<p>Corporate Risk & Governance Manager G McTaggart</p> <p>S Mason (induction training)</p>	Dec 2015	<p>A brief outline of our fraud arrangements is included within both the HR Induction & the Corporate Induction.</p> <p>The Anti fraud and Anti Corruption Strategy and Whistleblowing Policy were reviewed by Corporate Governance Group in March Further fraud documents will be updated and reported to the Corporate Governance Group in May and then training dates will be agreed</p> <p>There will be a dedicated section on the Intranet to provide guidance to staff on fraud once new Intranet is in place.</p>

A dedicated internal and external web-page				
A clearly defined whistleblowing or reporting mechanism. (High)				
PCI Compliance Control Framework (Reported to Committee November 2015)				
<p>The Council's VPI call recording software is not PCI compliant as the vendor does not support PCI requirements in its current form.</p> <p>(We confirmed that the Council does not use the PCI compliant implementation from VPI http://www.vpi-corp.com/PCI-Compliance)</p>	<p>The Council will ensure that the chosen call recording software that 'records' conversations in scope of PCI is PCI compliant. (High)</p>	<p>Mark Lumley, Head of ICT</p>	<p>31 March 2016</p>	<p>An upgraded Call Recording System has been installed by the supplier. Some initial work have been completed on the CRM to ensure that when taking a payment call the call recording automatically stops and starts to ensure that we are then PCI compliant. This is currently being tested and bugs on the call recording system are being resolved by the supplier.</p>
<p>We observed that the Adelante PAN capture screen shows the credit card number in plain text while being entered onscreen and there is a CCTV pointing to the screen from the roof.</p> <p>The Camera could view the credit card information of the screen as they are entered in clear text which could result in a breach.</p>	<p>The Council will ensure that only authorised people have access to view the PCI data that is entered on the screen.</p> <p>The Council could add a privacy filter to the screen to block out the cameras view of the screen once the information on which screen has been provided by RSM. (High)</p>	<p>Lee Duffy, Head of Financial Services</p>	<p>30 Sept2016</p>	<p>A privacy filter has been fitted to the screen in Reception. There is restricted access to the CCTV footage within the Cash Office and it is logged if footage is checked.</p> <p>COMPLETED</p>
<p>No formal PCI roles and responsibilities have been documented</p>	<p>Identify roles and responsibilities that govern the PCI environment and communicate the responsibilities to everyone. (High)</p>	<p>Kathryn Beldon, Director of Finance and Resources.</p>	<p>31 March 2016</p>	<p>This is still under review pending the shared service within ICT</p>

Property Maintenance (Reported to Committee in February 16)				
There is a significant shortfall in the budget for future property repairs. The Corporate Property Group is reviewing the property portfolio with a view to reducing future liabilities.	The Corporate Property Group to prepare a plan for ensuring maintenance needs of retained properties can be met within the Medium Term Financial Strategy by a programme of disposal or transferring responsibility for maintenance.	Tony Foxwell Senior Building Surveyor / Corporate Property Group	31 March 2016	<p>The Corporate Property Group has been producing a list of the repairs required on the property portfolio until 2023-2024. In line with this, they are also looking at the future strategy for acquisitions and disposals.</p> <p>The Asset Management Plan will be revised once the 2016 -2020 Corporate Plan has been agreed. The new position of Head of Corporate Property will have responsibility for driving this forward..</p>
Income from Car Parking (Reported to Committee April 2016)				
A reconciliation spreadsheet is maintained to record values of cash removed from the parking pay machines and the audit ticket produced. There are currently significant discrepancies between the values of the audit tickets and the cash removed from these machines.	<p>The Customer Services Team will investigate the differences on the values on the audit ticket and cash collected. Reasons for the variances will be investigated and recorded on the reconciliation.</p> <p>In addition this reconciliation will be reviewed by the Head of Customer Services on a monthly basis with the results of her review recorded to reflect the acceptance of reasons and investigations undertaken</p>	Head of Customer Services/ Parking Manager	31 st January 2016	The Parking Manager is now in post and is regularly reviewing the reconciliations. They are completed daily by the Parking Supervisor and reviewed monthly and explanations obtained. One issue has been the failure of the Cash Collection Agents to take the audit ticket. These are being identified and acted upon quicker in order that the ticket can be obtained .