

Appendix 3

Officer Response to PwC recommendations

PI	Overall conclusion	Control issues identified	Actions Taken
BVPI 165: % of pedestrian crossings with facilities for disabled people	Fairly stated at 89%	<p>The outturn was revised from 95% to 89% for the following reason:</p> <p>Our testing identified two non-compliant crossings out of the twenty nine tested. These crossings were non-compliant with the Communities and Local Government (CLG) guidance because the dropped kerb on two sides of the road was greater than the 9mm allowed for the crossings built earlier than 2002.</p> <p>To assess the impact of this error on the performance indicator, an extrapolation was performed across the whole population. The outcome of this extrapolation was to reduce the compliant number of crossings by ten to 141 from 151. The impact of this revision was to change the final outturn by 6%.</p> <p>The following control issue was noted:</p> <p>The reason for amendment noted above is also a control weakness.</p> <p>Recommendations:</p> <p>The Council should ensure only compliant crossings are included in the performance indicator calculation.</p>	Every signal installation has now been checked in respect of this indicator and a list of non-compliant sites identified. Action has already started to rectify the defects found and procedures have been revised to ensure that new crossings are compliant.
BVPI 199a: Local street and environmental cleanliness	Fairly stated at 11.7%	<p>The outturn was revised from 12% to 11.7% for the following reason:</p> <p>Communities and Local Government (CLG) performance indicator guidance requires the outturn to be stated at one decimal place. This change had no significant impact on the performance indicator.</p>	The recommendations have been taken on board and all primary documents and data entries are subject to routine checking. An officer in Waste Management is now designated as being responsible for these checks.

PI	Overall conclusion	Control issues identified	Actions Taken
		<p>The following control issue was noted:</p> <p>Our testing identified 154 incomplete survey forms out of the 300 surveys carried out. It was noted that one or more details listed below were missing from the survey forms tested:</p> <ul style="list-style-type: none"> • The surveyor details • The date of the survey • The ward being tested <p>Recommendation:</p> <p>The Council should ensure that all survey forms are completed correctly and all necessary fields are completed</p>	
<p>BVPI 212: Average time to re-let Council Housing</p>	<p>Fairly stated at 32 days</p>	<p>The following control issue was noted:</p> <p>Our testing identified five out of forty void properties sampled where the start and the end dates per the academy system could not be agreed to the supporting documentation.</p> <p>Recommendation:</p> <p>The Council should ensure that all appropriate supporting documentation is retained to support start and end dates of tenancies.</p>	<p>We are in the process of thinning all our house files ready to be scanned into a new system which should mean in future once a sign up is completed all the paperwork will be scanned and saved on an electronic house file which we be accessible from any location rather than saved onto a paper house file at a local office. This should make the audit process a lot easier in future.</p>