Audit and Accounts Committee Minutes - Action Log

This is the updated action log at 24th February 2022 and captures the actions arising from the most recent Audit and Accounts Committee meeting and updates Members on the progress on compliance in delivering the necessary actions.

Minutes of 25th November 2021					
Minute no	Item title	Responsible officer(s)	Action	Comments	Action status
39	Internal Audit Report	Neil Hunter/ Dawn Cave	It was noted that Appendix A to the Update had been omitted, and this would be circulated to the Committee	**Circulated following the meeting.**	Complete
39	Internal Audit Report	Neil Hunter	Bring a review of the Highways Contract, including the appropriateness and value that those KPIs provided to the Council, back to Committee in February.	**There is an update on the Highways Contract review in the Internal Audit report, and officers will give an update at the meeting on 07/03/22. However, the Contract is commercially sensitive and Members are asked to give any specific questions to officers in advance of the meeting.**	Complete
Minutes of 22nd July 2021					
14	Debt Management Update	Alison Balcombe	Queried the level of write off required because reconciliation was not possible. It was noted that this was not expected to be significant, but an update would be circulated when available.	**All pre April 2020 debt with the CCG has now been resolved and the £2m earmarked reserve has been utilised to clear the debt balances.**	Complete

14	Debt Management Update	Alison Balcombe	Notify Committee once CCG £2M issue was resolved.		Complete
14	Debt Management Update	Alison Balcombe	Share Service Improvement Plan with the Committee.	**See note below[i]**	Complete

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[i] The Service Improvement Plan continues to progress, key updates are:

- New recovery letters for Adult Social Care have been signed off and will be implemented in Q1 2022/23 following robust system testing. These letters now inform the customer the total value of their account and includes a breakdown of all invoices. Delays in implementation have been due a system update which impacted development
- Debt reporting continues to develop with further metrics to show the percentage of debt that remains outstanding against the revenue generated through billing over the previous twelve months, so as to show a clearer picture on performance which takes into account seasonal fluctuations. The new report format will have been in place for a year from April which will mean from this point onwards we can also compare current and prior year performance along with greater trend analysis.
- Portfolios have been implemented in the Debt team to support a more structured approach to debt management, these are still very much in the infancy and will be developed further going forwards as an aid to improve recovery performance across the team.
- Additional resources are being recruited to support active recovery, however recruitment has been challenging due to the current market
- Debt Team has commenced activity which will increase the level of communications that are sent electronically via email. This will reduce the volume of invoices and reminder letters sent out via post, which will improve the customer experience, increase efficiency, reduce postal charges as well as having a positive impact on the councils carbon footprint.
    - Currently 76% of all customer accounts have invoices sent out via paper.
    - Initial work has commenced on our Schools, where over 95% are now receiving their invoices via email.
    - Discussions and analysis is currently ongoing with Adult Social Care as they represent the area which generates the largest volume of invoices and reminder letters. A channel shift within their customer base would deliver significant efficiencies whilst benefiting the largest number of council Customers.
- Debt position as at the end of January 2022 showed that overall debt had decreased from £22.3m (June 2021 overdue) to £21.8m
- Systems enhancements for inputting complaint codes were implemented in November which will increase efficiency within the team and negate duplication of effort.