

### Appendix 3 – Recommendations between 6 and 12 Months Overdue

Audit Title	Due Date	Recommendation	Management Response	Update/Opinion	Ownership and Actions
Avro Hollows Tenants Management Organisation (AHTMO)	30 June 2022	We found that the formal recording of repair requests was managed through a spreadsheet. However, requests were only added to the spreadsheet at the point that they were approved for referral to the external repairs' contractor. The AHTMO Manager informed us that there was no structured record of repair requests that were refused, and that minor repairs passed to the handyman were only recorded in carbonated job request books. Jobs referred to Housing Operations (previously Northwards) were also not recorded.	Agreed - The Head of Housing Services should seek assurance from the AHTMO Manager over the recording and management of requests for repair at the point of receipt.	<p>The Head of Audit and Risk Management has written to Strategic Housing and the chair of AHTMO in respect of risks and concerns identified through audit and other work.</p> <p>A joint meeting has been arranged to discuss these concerns, agree progress made to date and confirm required actions to move forward.</p> <p><b>Internal Audit opinion:</b> Not implemented</p>	<p><b>Director:</b> Becca Heron, Strategic Director of Development</p> <p><b>Lead Officer:</b> Martin Oldfield, Head of Housing Services</p> <p><b>Executive Member:</b> Councillor White</p> <p><b>Status:</b> Twelve months overdue</p> <p><b>Action:</b> This is an area of active follow up by the Head of Audit and Risk Management and the Head of Housing Services with a meeting planned July 2023.</p>
Avro Hollows Tenants Management Organisation (AHTMO)	30 Sept 2022	The Head of Housing Services should ensure that the Modular Management Agreement is reviewed, to ensure it accurately reflects expectations following the	Agreed	The Head of Audit and Risk Management has written to Strategic Housing and the chair of AHTMO in respect of risks and concerns	<b>Director:</b> Becca Heron, Strategic Director of Development

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		<p>closure of Northwards Housing, and that it provides sufficient clarity on key aspects of delivery including anti-social behaviour and scheduling of capital works.</p> <p>Following this, the document should be finalised and signed off.</p>		<p>identified through audit and other work. A joint meeting has been arranged to discuss these concerns, agree progress made to date and confirm required actions to move forward.</p> <p><b>Internal Audit opinion:</b> Not implemented</p>	<p><b>Lead Officer:</b> Martin Oldfield, Head of Housing Services</p> <p><b>Executive Member:</b> Councillor White</p> <p><b>Status:</b> Nine months overdue</p> <p><b>Action:</b> Awaiting a response from AHTMO Chair and Head of Housing. This is an area of active follow up by the Head of Audit and Risk Management and the Head of Housing Services with a meeting planned July 2023.</p>
Avro Hollows Tenants Management Organisation (AHTMO)	30 Sept 2022	The Head of Housing Services should seek assurance from the AHTMO Manager over the completeness of the local policy for assessing repair quality and resident satisfaction, and the extent of compliance with the expectations outlined in the	Agreed	<p>The Head of Audit and Risk Management has written to Strategic Housing and the chair of AHTMO in respect of risks and concerns identified through audit and other work.</p> <p>A joint meeting has been arranged to discuss</p>	<p><b>Director:</b> Becca Heron, Strategic Director of Development</p> <p><b>Lead Officer:</b> Martin Oldfield, Head of Housing Services</p> <p><b>Executive Member:</b> Councillor White</p>

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		Modular Management Agreement.		<p>these concerns, agree progress made to date and confirm required actions to move forward.</p> <p><b>Internal Audit opinion:</b> Not implemented</p>	<p><b>Status:</b> Nine months overdue</p> <p><b>Action:</b> Awaiting a response from AHTMO Chair and Head of Housing. This is an area of active follow up by the Head of Audit and Risk Management and the Head of Housing Services with a meeting planned July 2023.</p>
Avro Hollows Tenants Management Organisation (AHTMO)	30 Sept 2022	The Head of Housing Services should seek assurance from the AHTMO Manager over the completeness and accuracy of performance monitoring, including the frequency of resident satisfaction surveys.	Agreed	<p>The Head of Audit and Risk Management has written to Strategic Housing and the chair of AHTMO in respect of risks and concerns identified through audit and other work.</p> <p>A joint meeting has been arranged to discuss these concerns, agree progress made to date and confirm required actions to move forward.</p> <p><b>Internal Audit opinion:</b> Not implemented</p>	<p><b>Director:</b> Becca Heron, Strategic Director of Development</p> <p><b>Lead Officer:</b> Martin Oldfield, Head of Housing Services</p> <p><b>Executive Member:</b> Councillor White</p> <p><b>Status:</b> Nine months overdue</p> <p><b>Action:</b> Awaiting a response from AHTMO Chair and Head of Housing. This is an area of</p>

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					active follow up by the Head of Audit and Risk Management and the Head of Housing Services with a meeting planned July 2023.
Privacy Notices	31 Oct 2022	<p>The Data Protection Officer (DPO) should co-ordinate an exercise to assess current privacy notices and confirm whether they are tailored to individual user groups identified as unlikely to understand the standard information given. Where required amendments are identified, the Data Protection Officer should agree target timescales for delivery of these amendments with relevant officers.</p> <p>Formal consideration of the intended audience could be added to the scope of periodic reviews to ensure full coverage and evidence decision making as to whether tailored information is required in specific circumstances.</p>	Agreed	<p>The assessment identified four service areas where a tailored privacy notice would be beneficial. These all fell within the remit of the Directorate Senior Information Risk Owner (DSIRO) for Children's, Education and Adults.</p> <p>In addition, the DPO will provide more hands-on support to the DSIRO.</p> <p>The next periodic review of all privacy notices will include and record consideration of the intended audience and whether tailored information is required.</p> <p><b>Internal Audit opinion:</b> Partially implemented</p>	<p><b>Director:</b> Fiona Ledden, City Solicitor and Senior Information Risk Owner</p> <p><b>Executive Member:</b> Councillor Craig at time of report issue – now Councillor Akbar</p> <p><b>Status:</b> Eight months overdue</p> <p><b>Action:</b> To continue to request updates from the service to evaluate progress.</p>

