

Appendix 2 – Recommendations Over 12 Months Overdue

Audit Title	Due Date	Recommendation	Management Response	Update/Opinion	Ownership and Actions
Avro Hollows Tenants Management Organisation (AHTMO)	30 June 2022	Formal recording of repair requests was through a spreadsheet but were only added to the spreadsheet at the point they were approved for referral to the external repairs' contractor. The TMO Manager informed us that there was no structured record of repair requests that were refused, and that minor repairs passed to the handyman were recorded in carbonated job request books. Jobs referred to Housing Operations were 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.	An external review of AHTMO operations has been commissioned, the progress made with implementing audit actions will be considered as part of this. Internal Audit opinion: Partially implemented	<p>Director: Becca Heron, Strategic Director of Development</p> <p>Lead Officer: Martin Oldfield, Head of Housing Services</p> <p>Executive Member: Councillor White</p> <p>Status: 19 months overdue</p> <p>Action: Final position to be confirmed following Investment Review</p>
Avro Hollows Tenants Management Organisation (AHTMO)	30 Sept 2022	The Head of Housing Services should seek assurance from the TMO Manager over the completeness of the local policy for assessing repair quality and resident satisfaction, and the extent of compliance with expectations in the Modular Management Agreement.	Agreed	As above	As above
Avro Hollows Tenants Management Organisation (AHTMO)	30 Sept 2022	The Head of Housing Services should seek assurance from the TMO Manager over completeness and accuracy	Agreed	As above	As above

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		of performance monitoring, including the frequency of resident satisfaction surveys.			
Privacy Notices	31 Oct 2022	<p>The Data Protection Officer (DPO) should co-ordinate an exercise to assess privacy notices and whether they are tailored to user groups identified as unlikely to understand the standard information given. Where required amendments are identified, the DPO 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>The DPO has undertaken a review of best practice from other Councils and has drafted some simplified information intended for children to understand the Council's arrangements with regard to privacy. Following internal review and comment this is expected to be published by the end of February 2024.</p> <p>Internal Audit opinion: Partially implemented</p>	<p>Director: Fiona Ledden, City Solicitor and Senior Information Risk Owner</p> <p>Executive Member: Councillor Craig at time of report issue – now Councillor Akbar</p> <p>Status: Fifteen months overdue</p> <p>Action: Final confirmation of implementation to be presented to the next Committee meeting.</p>