

Property Services Update on Audit Action Report: Security and Repairs 2015/16

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Purpose of the Report

To update Members on the progress and the implementation of the recommendations and agreed actions arising from the above report.

A partial assurance was given in the final report dated the 8th June 2016.

A follow up report has been undertaken by SWAP dated the 14th October 2016 for priority ratings 4 or above.

Public Interest

As part of the 2015/16 audit plan a review has been undertaken to assess the adequacy of the controls and procedures in place for the security and maintenance of SSDC properties.

This also included a review of the arrangements for monitoring repair and maintenance responsibilities for SSDC let properties.

SSDC have their own Property Services department which oversees the security and maintenance of all SSDC owned properties.

The report details the audit report and recommendations and the agreed actions and updated progress relating to the report.

Recommendations

- (1) That members note the details of the initial SWAP Agreed Action Plan.
- (2) That members note the details of the follow up audit report and that all recommendations have been actioned and approved by audit, with one category 3 item still in progress

Background

An audit on Property Services was carried out on the Security and Repairs of our buildings and a final report issued on the 8th June 2016

A partial assurance was given and the following were identified as key findings for the service and therefore categorised, in accordance with the definitions attached, as a level '4' or '5' priority in the action plan.

1) Annual Condition Surveys are not on schedule. There is a risk that maintenance faults may not be identified without regular condition surveys being performed, which may lead to injury or significant property damage over time.

2) The Condition Surveys are not updated to definitively state what action is required and when this action is due, and to record any changes/slippages to the plan. There is a risk that without up to date information uninformed decisions could be made.

Other findings related to:

- a) No formal key handling and lock changing guidance being available to all staff
- b) Checks and assurances to be made before the new 'HEAT' system was introduced replacing the present PSR (property services request) system, and
- c) Clarification required on repair responsibilities on properties occupied by tenants especially when tenancies are coming to an end

The action plan detailed the management responses and timescales for the agreed actions

The follow up report details the status of the agreed action plan and progress made to address the initial concerns.

Further details may be viewed in the full audit reports attached under the background papers

Implementation of Action Plan and Recommendations

The key findings outlined above in the initial report have now been actioned and audit have stated in the follow up report dated 8th November 2016.

Although the findings and recommendations in the initial report were agreed the Property and Engineering Services Manager has outlined in his responses some mitigating reasons to these findings, such as individual responsibility of Service Managers for their own staff and the Property team being involved in other projects resulting in slippage of condition surveys.

However, these issues have now been addressed as the updated report has concluded.

Financial Implications

None

Council Plan Implications

High quality cost effective services:

- Actively manage assets and resources to ensure the best financial or community return.
- Optimise council assets to increase use or receive income

Carbon Emissions & Climate Change Implications

Not applicable

Equality and Diversity Implications

Not applicable

Background Papers

- Appendix A - SWAP Agreed Action Plan
 - Appendix B - Follow up Audit Report dated 8th November 2016
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