

**County Farms Follow Up Audit – Action plan**

Recommendation	Management Response
<p>1</p> <p>The Council clarifies plans and timescales for implementation of recommendations outstanding from the April 2016 Internal Audit reports on Governance and Lines of Enquiry</p>	<p>Direction has been given by the Economic Development Sub-Committee (9 September 2016) and subsequently at the Policy &amp; Resources Committee (26 September 2016) regarding proposed Constitutional and governance arrangements relating to County Farms</p> <p>An internal audit of the operation of the procedures has been included in the 2017-18 Internal Audit Plan. County Farms Manager</p> <p>The County Farms Performance Improvement meeting, chaired by the Executive Director, Finance and Commercial Services, is monitoring the achievement of the action plan from these audits.</p>
<p>2</p> <p>a) Determine business continuity arrangements for management of the County Farms Estate.</p> <p>b) Implement a suitable property management system, which is integrated with other Council corporate systems as appropriate, and determine appropriate user access arrangements for team members.</p> <p>c) Upgrade the Technical Officer's laptop in line with other corporate systems.</p>	<p>Business Continuity arrangements for County Farms will be reported to the Executive Director, Finance and Commercial Services by the end of February 2017. County Farms Manager</p> <p>A request or for a fit for purpose property management system has been submitted to the Head of ICT and Executive Director, Finance and Commercial Services. A business case and proposal to be submitted by the end of February 2017.</p> <p>County Farms Manager</p> <p>The Technical Officers Laptop meets the current corporate standards,</p>

<p>d) Obtain assurance that all data relating to the management of the County Farms Estate has been forensically cleared from the Technical Officer's personal equipment.</p>	<p>however it is at a version previous to that being used by the majority of the staff. This will be upgraded when the data can be transferred to the new property management system.</p> <p>County Farms Manager</p> <p>The officer has confirmed that the device was destroyed.</p>
<p>3</p> <p>a) Establish and implement permanent governance and reporting arrangements for County Farms.</p> <p>b) Determine the format of reports to members and chief officers on County Farms matters. These should include statistics, performance monitoring, tenant compliance with tenancy requirements, income collection and learning from complaints.</p>	<p>See finding 1.</p> <p>An Annual County Farms Report and Business Plan have been included on the Economic Development Sub-Committee forward plan.</p> <p>County Farms Manager</p> <p>A draft report formats for the Annual Report has been created by the County Farms Manager. These will be presented to the County Farms Advisory Board in February 2017 prior to the Economic Development sub Committee.</p>
<p>4</p> <p>a) All officers present at tender opening to sign tender record to acknowledge presence at the opening and agreement of the records produced of opening.</p> <p>b) Cross through unused lines on the tender record.</p>	<p>The good practice for tender opening is acknowledged and will be implemented from the next tendering round. County Farms Manager.</p>
<p>5</p> <p>a) Investigate options for integration of the new property management system with the Council's credit control function for the collection and recovery of County farms debt, including automation of</p>	<p>See 2(b)</p>

<p>collection activity in accordance with protocols provided by tenancy legislation and subject to County Farms officers serving the relevant notices to ensure that they are valid and enforceable.</p> <p>b) Perform regular reconciliations between the Debtors system and County Farms records of payments received.</p>	<p>Reconciliations will be performed to ensure the accuracy and completeness of data sets. Any exceptions will be reported to the County Farms Manager. Immediately</p>
<p>6</p> <p>Embed conflicts of interest as a standing item on the County farms monthly team meetings agenda to ensure that officers are reminded of their responsibilities.</p>	<p>The Council's corporate Conflicts of Interest rules for employees and additional technical guidance (RICS) have been reinforced to staff at team meetings and in supervision meetings.</p> <p>County Farms Manager.</p>
<p>7</p> <p>Periodically review comments and complaints to identify learning opportunities.</p>	<p>Agreed. An item will be added to the team meeting agenda. County Farms Manager by end of February 2017.</p>