

Recommendations

Area of review	Recommendations	Responsibility	Timescale	Comment
Financial Governance	The presentation of income charges could be improved with the further analysis of other income streams such as property and commercial income included within the monthly budget reporting pack the 'Finance Digest'.	Head of Strategic Finance	By April 2013	This additional reporting is being developed and should be in place by 1 st April 2013.
Key Indicators	The Council should consider their current absence management procedures in the light of the 2011/12 staff absence levels.	Head of Human Resources (Shared Services)	To be reviewed again in April 2013.	Leadership Team has recently considered a detailed report upon absence management and it is being closely monitored.
Financial Control	The Housing Benefit Service should reduce the time taken to process new claims and change in circumstances to be more in line with DWP national averages.	Head of Revenues and benefits (Shared Services)	By April 2013	Significant progress has been made. Appraisal targets have been set for the processing of all claims and this is being assisted through the use of external agencies.
	The Housing Benefit service to process the notification of regulation amendments from the DWP and to reduce the level of local authority error overpayments.	Head of Revenues and Benefits (Shared Services)	By April 2013	Automated processes have been implemented and records are being updated.
	The Council should ensure all control reconciliations are performed on a regular periodic basis.	Head of Strategic Finance	Achieved	•The final areas for this to occur (Revenues and Benefits) has now been actioned and regular monitoring will take place to ensure this continues.