

<b>Report to</b>	Corporate Governance Committee
<b>Date of meeting</b>	22 January 2020
<b>Lead Member / Officer</b>	Lisa Lovegrove – Chief Internal Auditor
<b>Report author</b>	Lisa Lovegrove – Chief Internal Auditor
<b>Title</b>	Internal Audit of Housing Tenancy

## **1. What is the report about?**

This report provides details of a recent Internal Audit report of Housing Tenancy that received a 'Low' assurance rating.

## **2. What is the reason for making this report?**

Corporate Governance & Audit Committee has agreed that it will receive and discuss all Internal Audit report receiving a 'Low' assurance rating so that they can discuss the outcome and receive assurance that improvements will be made.

## **3. What are the Recommendations?**

That the Committee comments on the report and decides whether it requires any further update reports on progress with the improvement action plan.

## **4. Report details**

We carried out this review of Housing Tenancy as housing is one of the corporate priorities in the corporate plan. Also, this review forms part of our proactive-counter fraud work.

The scope of the audit focused on: data validity checks, policies and procedures, sub-letting and lodgers, and tenancy misuse.

Our review highlighted issues relating to system data inaccuracies and absence of tenancy audits to check that the terms of tenancy agreements are being met e.g. legitimate persons are living at the property with no unauthorised subletting or lodgers. During our review, the service confirmed that tenancy audits were due to commence and is in the process of being rolled out.

Procedures and guidelines around tenants verification checks, subletting, lodgers and tenancy misuse and potential tenancy fraud needs development to ensure that a consistent process is applied.

While Housing staff review National Fraud Initiative matches biennially, there is little information sharing outside of this to assist with prevention and detection of fraud. Also, a more coordinated approach across different housing sections is needed to ensure that all key information relating to tenants and occupants are recorded to ensure that tenancy information is kept up-to-date and any potential misuse is addressed.

Although there were some positive measures in place and our review did not identify any instances of fraud; because of the weaknesses identified, we provided a low assurance rating. Further information is available in the Internal Audit report – see Appendix 1.

## **5. How does the decision contribute to the Corporate Priorities?**

Not applicable – there is no decision required with this report.

## **6. What will it cost and how will it affect other services?**

Not applicable – there is no decision required with this report.

## **7. What are the main conclusions of the Well-being Impact Assessment?**

Not applicable – there is no decision required with this report.

**8. What consultations have been carried out with Scrutiny and others?**

Not applicable – there is no decision required with this report.

**9. Chief Finance Officer Statement**

Not applicable – there is no decision required with this report.

**10. What risks are there and is there anything we can do to reduce them?**

Not applicable – there is no decision required with this report.

**11. Power to make the decision**

Not applicable – there is no decision required with this report.