

Internal Audit Follow Up of Recommendations Report

 **Oxford City Council**

October 2025



CONTENTS

SUMMARY 2

RECOMMENDATIONS: COMPLETE..... 4

RECOMMENDATIONS: IN PROGRESS..... 8

RECOMMENDATIONS: OVERDUE 12

34



SUMMARY

2023/24

	Total Recs	H	M	L	To follow up
Income Generation	1	1	-	-	1
Building Control	4	-	3	1	3
Recruitment and Retention	6	-	5	1	5
Selective Licensing	3	-	3	-	3
Data Analytics	4	1	1	2	2
Total	18	2	12	4	14

Previously complete		Complete		In progress		Overdue		Not Due	
H	M	H	M	H	M	H	M	H	M
-	-	-	-	-	-	1	-	-	-
-	2	-	1	-	-	-	-	-	-
-	2	-	1	-	-	-	2	-	-
-	2	-	-	-	-	-	1	-	-
-	1	-	1	-	-	-	-	-	-
-	7	-	3	-	-	1	3	-	-

2024/25

	Total Recs	H	M	L	To follow up
Accounts Payable	7	-	4	3	3
Risk Management	5	-	4	1	4
Fire Risk Assessment ¹	-	-	-	-	-
GDPR and high-level Freedom of Information	5	1	3	1	4
Homelessness Prevention	4	-	3	1	3
Data Analytics	3	-	3	-	3
Affordable Housing	2	-	-	2	-
Total	26	1	17	8	18

Previously complete		Complete		In progress		Overdue		Not Due	
H	M	H	M	H	M	H	M	H	M
-	3	-	-	-	-	-	-	-	1
-	2	-	2	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	2	1	1	-	-
-	-	-	1	-	2	-	-	-	-
-	-	-	1	-	2	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	5	-	4	-	6	1	1	-	1

¹ Fire Risk Assessment - This was an advisory review, with the Fire Safety Follow-Up review being undertaken in 2025-26 to provide detailed follow up of noted recommendations.

SUMMARY

2023/24

Please find below a summary of the status of implementation of recommendations arising from reports issued in 2023/24.

- ▶ There has been completion of all recommendations noted for Building Control and Data Analytics audits.
- ▶ Delays have been noted in the implementation of the recommendation resulting from the Income Generation audit, with the procurement of an asset management system now anticipated to take place in the early part of next calendar year. This is noted as being delayed by over three years which is of concern given the high priority level of this recommendation.
- ▶ Progress has been made towards the completion of recommendations of the Recruitment and Retention audit, but these are not fully complete, with two of the three recommendations still outstanding. This is due to internal reporting requirements for the Recruitment and Retention Policy and an internal server problem limiting the Council's ability to effectively report on recruitment monitoring data.
- ▶ There has been action taken towards implementing the recommendations resulting from the Selective Licensing audit, however, there has been an extension in the implementation agreed to allow for the recommendations to be fully completed.

2024/25

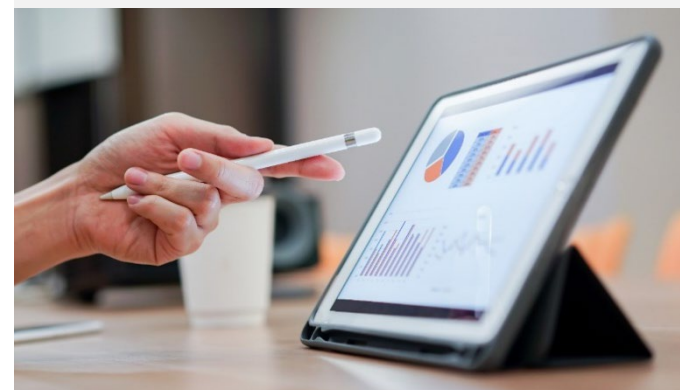
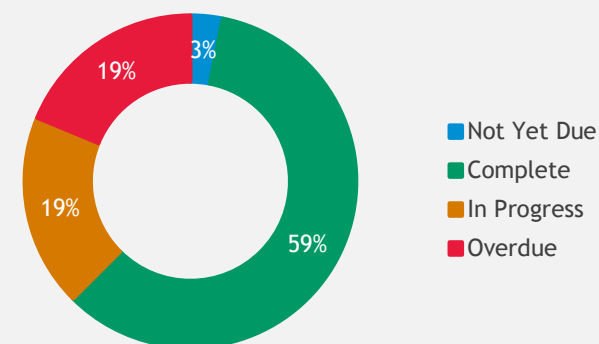
Please find below a summary of the status of implementation of recommendations arising from reports issued in 2024/25.

- ▶ There has been completion of all recommendations noted for the Risk Management audit, with the outstanding recommendation for Accounts Payable not due until 30 November 2025.
- ▶ We did not receive a response to the recommendations due for the GDPR and high-level Freedom of Information audit. There was also no response provided for a revised due date for actions and therefore we have will revised this date to ensure follow up ahead of the next Audit and Governance Committee.
- ▶ Completion of one recommendation of the Homelessness Prevention audit has been observed, but two of the three recommendations are still outstanding as not all actions have been implemented.
- ▶ For the Data Analytics recommendations, there has been progress towards completing the recommendations, but these are not fully complete. This is due to delays in reviewing the easement portfolio based on risk level and exploring the best approach to reviewing and sharing information on Sundry Debt groups customers to ensure it delivers meaningful value.

REQUIRED AUDIT COMMITTEE ACTION:

We ask the Audit Committee to note the progress against the recommendations.

Implementation of recommendations since 2023/24



RECOMMENDATIONS: COMPLETE

AUDIT	ACTIONS AGREED	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
2023-24 Building Control	<p>2a. A Training Needs Analysis should be undertaken annually to explore the type of training the Council can offer staff including exploring opportunities for joint training</p> <p>2b. A training plan should be created as a result of the training needs analysis and circulated to the Building Control Team and other teams (where applicable).</p>	M	Courtney Bennet, Building Control Team Manager	<p>31/07/2024</p> <p>31/01/2025</p> <p>30/09/2025</p>	<p>Management Comments</p> <p>A Training Needs Analysis is now undertaken annually using a competency matrix and a structured training procedure (BC010). Training needs are identified through staff appraisals and management discussions, with Building Control surveyors responsible for arranging CPD training required for BSR registration and chartered membership. External training opportunities are available through LABC, including CPD courses, accredited qualifications, online VLE modules and in-person sessions.</p> <p>A training plan is created for each staff member as a result of the training needs analysis and documented through individual Training Journals and Performance & Development Forms, which are reviewed as part of the corporate appraisal process. The Building Control Training Procedure (BC010) provides a structured approach for planning and recording training. The Customer Service Building Control Applications Team and Corporate Support Building Control Teams follow dedicated training procedures and maintain their own records.</p> <p>Internal Audit Comments</p> <p>Evidence to support the management comments was reviewed and sufficient to support the completion of the recommendation.</p>
2023-24 Recruitment and Retention	<p>3a. A. To review the use of ITrent and the functionality to contain all documentation including employee references in relation to recruitment.</p> <p>3b. B. To update the Recruitment and Selection Policy to provide clarity of the roles and responsibilities of the People Team and Hiring Managers with respect to uploading documents and updating the ITrent System.</p> <p>3c. C. A risk assessment should be undertaken, and mitigating actions should be in place</p>	M	Gail Malkin, Head of People	<p>31/12/2024</p> <p>28/02/2025</p> <p>30/09/2025</p>	<p>Management Comments</p> <p>The Council have reviewed the use of ITrent for documentation storage purposes, and it has been concluded that it is not suitable for this purpose.</p> <p>As noted above, ITrent has not been deemed suitable and therefore update to Policy is not further required.</p> <p>A risk assessment template is completed by Human Resources with mitigating actions noted in the event of a positive disclosure and following meeting with applicant/existing employee if necessary.</p>

AUDIT	ACTIONS AGREED	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
	while waiting for DBS check results, should management employ an individual prior to DBS check results being received.				Internal Audit Comments Evidence to support the management comments was reviewed and sufficient to support the completion of the recommendation.
2023-24 Data Analytics	<p>3a. The Accounts Payable team should run a monthly report of all purchase card transactions that have not been reviewed and approved by the relevant officers. Reminders should be sent to the line managers to ensure these are reviewed</p> <p>3b. The Council should determine a suitable timeframe for transactions incurred by purchase cards to be reviewed and approved by the purchase card holder and the corresponding line manager. If transactions are not reviewed in a timely manner the purchase card should be froze until the relevant action has been taken.</p>	H	Gaynor Didcock, Accounts Payable Officer	<p>30/11/2024</p> <p>30/04/2025</p> <p>30/09/2025</p>	Internal Audit Comments As part of the Council's Internal Audit Plan for 2025-26, a review has been undertaken regarding the use of Purchase Cards and the recording and approval of Council expenditure including ensuring there is appropriate sign off. The report is to be presented at the October Audit and Governance Committee. Therefore, this recommendation has been seen as superseded by any findings coming from the report to be issued.
2024-25 Risk Management	<p>1a. The Council should review the title, description, cause and consequence columns of the corporate and service risk registers to ensure that they provide enough information to clearly understand the risk.</p> <p>1b. The Council should consider adding in additional columns to the risk register which outlines what corporate priorities and categories the risk aligns with.</p>	M	Roger Martin, Insurance, Risk Management and Business Continuity Manager	<p>01/07/2025</p> <p>15/07/2025</p>	<p>Management Comments</p> <p>A full review of the risk register (corporate and service) was undertaken in the summer and reported to the Audit committee on the 25th of July. As part of this title, description, cause and consequence were considered by risk owners to ensure they provide enough information to clearly understand the risk.</p> <p>Additional columns for corporate priority and category of risk were added as required.</p> <p>Internal Audit Comments</p> <p>Evidence to support the management comments was reviewed and sufficient to support the completion of the recommendation.</p>
2024-25 Risk Management	<p>3a. The Council should review actions/controls listed in the both the corporate and service risk register to ensure:</p> <ul style="list-style-type: none"> They remain up-to-date and are effective to mitigate the risks identified 	M	Roger Martin, Insurance, Risk Management and Business Continuity Manager	<p>01/07/2025</p> <p>15/07/2025</p>	<p>Management Comments</p> <p>A full review of the risk register (corporate and service) was undertaken in the summer and reported to the Audit committee on the 25th of July. With regards to corporate risks, 8 old risks were closed, and 10 new ones added. For service risks, 10 were closed and 25 were added.</p>

AUDIT	ACTIONS AGREED	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
	<ul style="list-style-type: none"> Progress updates and controls remain up to date and remain relevant Allocated risk owners are still employed by the Council; and The relevant mitigating controls are in place and that they manage the risk to a tolerable risk level. 				<p>In addition to the review in the summer, the Council are reviewing actions and controls to ensure they are up to date and effective and progressing.</p> <p>All risk owners have been deemed as employed by the Council.</p> <p>Internal Audit Comments</p> <p>Evidence to support the management comments was reviewed and sufficient to support the completion of the recommendation.</p>
2024-25 Homelessness Prevention	<p>2a. Housing Prevention Manager to:</p> <p>Understand the root cause of the PHP delays.</p> <ul style="list-style-type: none"> To consider the cost implications of using agency staff to complete PHP applications or utilise staff in other service areas to complete PHPs and reduce the current timescales. To forecast the number of homeless applications received vs the PHP completion and monitor its compliance. To take relevant action where the PHP exceeds the three-day timescale. <p>2b. Housing Prevention Manager to implement a mandatory document verification checklist requiring officers to obtain and store copies of eligibility documents before accepting prevention duty.</p> <p>2c. The Housing Team should complete quality assurance reviews on a sample of cases monthly to ensure progress on each PHP is on track. Once management are satisfied that compliance has reached the three-day timescale the number of checks undertaken could be reduced.</p> <p>2d. The results of the above assurance reviews should be reported as part of housing</p>	M	Richard Wood, Housing Strategy and Needs Manager	30/06/2025	<p>Management Comments</p> <p>The Council has clarified the 3-Day target is not the required approach as this is not a statutory requirement and not required within the code of guidance compliance. However, all Options Officers have a KPI in their annual appraisals that decisions on all cases in emergency accommodation should have a Not Eligible, Not Homeless or Relief Duty accepted decision issued within 5 working days and if Relief Duty is accepted, PHP will be issued accordingly. This is monitored through three appraisal meetings per year and on a weekly basis by the Senior Options Team Leader, who monitors placements into emergency accommodation every Monday and raises with officers where the KPI has been breached. The team is now fully staffed, and assessment deems no more staff are required to meet target.</p> <p>Placement requests are not signed off by an Options Team Leader unless an in-person appointment at the Westgate Library has been booked into the shared Outlook calendar by the Housing Options Officer requesting the placement. A written procedure is in place in support of this process (available in the Housing Needs Manual) and if eligibility proof is not provided temporary accommodation will be ended.</p> <p>A Quality Assurance Document is saved in each Options Officer's personal file on SharePoint where the Senior Options Team Leader would spot-check a case and provide both areas for recognition and improvement.</p> <p>The report has been discussed with the Housing Director and discussions between the Homelessness Prevention Manager, Housing Needs and Strategy Manager with additional Team Leader meetings occurring monthly to discuss performance.</p>

AUDIT	ACTIONS AGREED	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
	management meetings or the Housing Board.				Internal Audit Comments Evidence to support the management comments was reviewed and sufficient to support the completion of the recommendation.
2024-25 Data Analytics	1a. The Council should develop a Purchase Card Policy. This Policy should include the following: <ul style="list-style-type: none"> A list of roles authorised to be issued cards. Expenditure limits according to each role. The process and requirements for carrying out regular reconciliations. The cost centres purchases should be charged to. Items that are eligible and ineligible to be purchased using cards. The consequences of inappropriate use of purchase cards. 1b. Reconciliations should be completed consistently each month for all cards to ensure the requirements of the Purchase Card Policy are being adhered. 1c. The Policy must be reviewed periodically to ensure it is up to date and following the best practice. We would suggest that it is reviewed every three years.	M	Sue Allen, Payments Team Leader Gaynor Didcock, Accounts Payable Officer	03/07/2025	Internal Audit Comments As part of the Council's Internal Audit Plan for 2025-26, a review has been undertaken regarding the use of Purchase Cards and the recording and approval of Council expenditure including ensuring there is appropriate sign off. The report is to be presented at the October Audit and Governance Committee. Therefore, this recommendation has been seen as superseded by any findings coming from the report to be issued.

RECOMMENDATIONS: IN PROGRESS

These recommendations have been marked as In Progress as they have not been implemented by their original date; a revised date has been provided.

AUDIT	RECOMMENDATIONS MADE	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
41 2024-25 GDPR and high-level Freedom of Information	3a. Directors should ensure that the Data Protection training modules are completed by all staff on an annual basis.	M	Grace Wigham, Senior Information Governance Officer	30/09/2025	Internal Audit Comments We will follow up on the action to this recommendation in accordance with the revised due date as no response has been received regarding this recommendation from requests on 29 August, a cancelled meeting to discuss on 22 September and further chasers on 1 October and 8 October (we have requested a revised due date for this action but did not receive a response and as such will revise to ensure follow up ahead of the next Audit and Governance Committee).
	3b. Directors, in conjunction with the Information Governance Team, should ensure that training completion is accurately recorded and monitored on an ongoing basis to ensure that it is completed by all members of staff and arrangements should be put in place for the effectiveness of the training to be actively assessed and reported to Senior Management.			31/12/2025	
	4a. For any third-party data transfers, the Council should ensure that these are being recorded within the RoPAs and any other applicable documentation, for example the information sharing log, and that appropriate safeguards, such as Data Sharing Agreements, are in place.	M	Emma Jackman, Head of Law and Governance, Council Monitoring Officer and Data Protection Officer	30/09/2025	Internal Audit Comments We will follow up on the action to this recommendation in accordance with the revised due date as no response has been received regarding this recommendation from requests on 29 August, a cancelled meeting to discuss on 22 September and further chasers on 1 October and 8 October (we have requested a revised due date for this action but did not receive a response and as such will revise to ensure follow up ahead of the next Audit and Governance Committee).
	4b. Arrangements should be made to ensure that the information sharing log is subject to review on a regular basis.			31/12/2025	
2024-25 Homelessness Prevention	1a. The Housing Team should continue be reminded of their responsibility to ensure all relevant data is collected and recorded correctly on the QL housing management system for example tenant name, address, rent rate and move in date.	M	Richard Wood, Housing Strategy and Needs Manager	30/06/2025	Management Comments The Council's Rapid Rehousing Manager attended the Allocations Team Meeting to run through the findings of the audit report. The Allocations Team have been reminded of role requirements and audit compliance has also been added to Team Plan for 2025-26 and individuals' objectives. Performance monitoring is currently being undertaken by the Allocations and Assessment Team Leader.
	1b. Housing Benefits Manager and the Rapid Rehousing Manager should establish regular operational meetings between Housing and Benefits Teams to share relevant		Laura Bessell, Local Tax & Benefit Service	31/12/2025	

AUDIT	RECOMMENDATIONS MADE	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
42	<p>information and best practices to improve collaboration to reclaim temporary accommodation costs and avoid financial loss to the Council.</p> <p>1c. The new communication process established by both teams should continue and rent arrears should be regularly monitored to keep to minimum levels and ensure both teams i.e. the Housing Team and Housing Benefits Team are informed of all recent accommodation to work as quickly as possible to claim subsidies where possible.</p> <p>1d. Head of Housing should investigate options for system integration solutions between the Housing QL system and Housing Benefits Civica system.</p> <p>1e. The Housing Benefits Manager and Rapid Rehousing Managers to consider providing additional Civica system access to key Housing staff for a more efficient system.</p>		Delivery Manager		<p>A Working Group for Allocation & Housing Benefit has been established within the Council. Meetings take place on the 3rd Monday of every month and reporting and sharing of information is currently ongoing.</p> <p>There are bi-weekly Friday meetings which take place between Rapid Rehousing management and the Incomes Team. This is to track arrears and monitor internal processes. A Power BI report has been created for easier and more reliable tracking of balances, including in nightly paid and generic owned / leased TA. There has also been the implementation of a Service Level Agreement/Standards with the Incomes Team which is renewed annually and tracks debt collection through monitoring and reporting of key performance indicators.</p> <p>There is no immediate possibility to deliver system integration solutions between the Housing QL system and Housing Benefits Civica system. This is a long-term aim that will be considered as both systems develop and are upgraded.</p> <p>The Allocations Team now have access to Civica. The team was provided training on the system in June, and the team are utilising the system as required.</p> <p>Internal Audit Comments</p> <p>We will follow up on the action to recommendation 1d in accordance with the revised due date (we have requested a revised due date for this action but did not receive a response and as such will revise to ensure follow up ahead of the next Audit and Governance Committee). Evidence to support the management comments was received to support the completion of recommendations 1a, 1b, 1c and 1e.</p>
	<p>2024-25 Homelessness Prevention</p> <p>3a. The Rapid Rehousing Manager should put a plan in place to ensure all hotel providers they are currently working with the Council are educated and adequately informed on how to bid for the new Temporary Accommodation Framework and the information required to submit an effective bid.</p> <p>3b. Hotel providers which have proceeded to be on the new Temporary Accommodation</p>				<p>Management Comments</p> <p>A “How to Tender” workshop was held at Oxford Town Hall on Thursday 8th May 2025, and virtually on Teams on 30th June 2025, with both being attended by multiple suppliers. The sessions received positive feedback, and two bids were submitted by attendees following the workshop. This service is available to all potential bidders for the framework. Suppliers are regularly reminded of this support and have successfully used it on several occasions.</p>

AUDIT	RECOMMENDATIONS MADE	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
43	<p>Framework, block bookings should be agreed for more than one month to establish competitive room rates for the Council.</p> <p>3c. The Rapid Rehousing Manager should develop a structured approach to price benchmarking across their provider base. This should include regular review of local market rates, documented criteria for accepting peak pricing, and clear thresholds for when alternative providers should be sought. This will help ensure consistency in pricing decisions and demonstrate value for money, while procurement framework is still work in progress.</p>				<p>Although no block bookings longer than one month have been made to date, the Temporary Accommodation Framework enables this approach as required. It will be utilised when possible and financially viable to do so, with suppliers on LOT 4 actively responding to block contract orders. Due to commercially sensitive factors outside of the Council's control lots 1-3 have yet to launch, however the Council remain committed to the full launch of the framework as soon as possible.</p> <p>The Temporary Accommodation Framework has been formally awarded to the first tranche of suppliers and commenced on Lot 4. It now enables block bookings longer than one month and includes structured price benchmarking through mini-competitions, market rate reviews, and clear criteria for pricing and provider selection, as set out in the framework documents. Due to commercially sensitive factors outside of the Council's control lots 1-3 have yet to launch, however the Council remain committed to the full launch of the framework as soon as possible.</p> <p>Internal Audit Comments</p> <p>We will follow up on the action to recommendations 3b and 3c in accordance with the revised due date (we have requested a revised due date for this action but did not receive a response and as such will revise to ensure follow up ahead of the next Audit and Governance Committee). Evidence to support the management comments was received to support the completion of recommendation 3a.</p>
	<p>2024-25 Data Analytics</p> <p>2a. The Council should either resume and expedite its investigation of easement related aged debts and ensure that they are adequately chased up in accordance with the Corporate Debt and Income and Collection policies, or if this is not deemed economically viable, the balances should be written off to maintain the accuracy of the aged debt listing and the council's receivables balances.</p> <p>2b. The Council should review its payment receipting processes to identify why some balances are not being cleared from the</p>	M	Neil Markham, Incomes Team Leader	01/10/2025 25/12/2025	<p>Management Comments</p> <p>The easement portfolio is due to be reviewed; however, matters are prioritised based on risk to the Council. The easements debt is deemed a low risk. Other areas such as utilities and telecoms are to be reviewed in the first instance. The work stream will result in negotiations on each easement to convert to a premium rather than an annual payment.</p> <p>The Council have reviewed receipting and matching processes for accounts receivable. As result of the internal matching process notes have been updated and circulated around the team. The need for regular matching has also been raised in fortnightly team meetings.</p>

AUDIT	RECOMMENDATIONS MADE	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
	aged debt reports following payment by the customer. If the issue is found to be user error related, then guidance should be issued to officers to ensure they are following the process correctly.				Internal Audit Comments We will follow up on the action to recommendation 2a in accordance with the revised due date. Evidence to support the management comments was reviewed and sufficient to support the completion of recommendation 2b.
2024-25 Data Analytics	3a. The Council should develop a mechanism to identify customers who have breached, or who are likely to breach, the due diligence threshold. This could include an analysis of customer spending patterns to identify customers that regularly make a high volume of small value orders. Once these customers are identified, due diligence procedures must commence in line with the Sundry Debtors guide.	M	Neil Markham, Incomes Team Leader	01/10/2025 30/04/2026	Management Comments The Council have created a report (which can be run out of Agresso) that looks at Sundry Debt groups customers. The report shows all invoices raised over the period of a year and totals the amount by customer. This will enable the review of spending patterns and pass this information on to the originating departments. The Council are currently exploring the best approach to reviewing and sharing this information to ensure it delivers meaningful value. Internal Audit Comments We will follow up on this action in accordance with the revised due date.

RECOMMENDATIONS: OVERDUE

These recommendations have been marked as overdue as they have previously revised their implementation date. Therefore, they have now missed at least two implementation dates.

45

AUDIT	RECOMMENDATIONS MADE	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
2023-24 Income Generation	1a. We understand that the Council are considering procuring a new asset management system therefore, it should be investigated whether a new system could interface directly with Agresso to reconcile the rent billed to tenants with the property management database.	H	Emma Gubbins, Corporate Asset Lead Malcolm Peek, Property Services Manager	01/01/2023 31/03/2024 31/03/2025 30/06/2025 31/05/2026	Management Comments The procurement of the system has been delayed. The Council now anticipate placing a contract in the early part of next calendar year. Internal Audit Comments We will follow up on this action in accordance with the revised due date.
2023-24 Recruitment and Retention	1a. To review and update the Recruitment and Selection Policy to clearly outline roles and responsibilities of all officers and service areas involved in the recruitment process and share the Policy with Heads of Services & Hiring Managers including uploading the policies onto the intranet. 1b. To review and finalise the Recruitment Process flow chart, incorporate this within the Recruitment and Selection Policy and update timescales for each stage of the recruitment process and share with the People Team, Heads of Service & Hiring Managers.	M	Gail Malkin, Head of People	31/12/2024 28/02/2025 30/09/2025 31/10/2025	Management Comments The Council has consulted the Unions on the updated Recruitment and Selection Policy and the Policy is expected to the Council Leadership Team shortly with aims to publish on the Council Intranet by mid-October. The Hiring Managers' Network have been briefed on the Policy. The Council have appropriately finalised the Recruitment Process flow chart with this document being made clearly available on the Council Intranet. Internal Audit Comments We will follow up on the action to recommendation 1a in accordance with the revised due date. Evidence to support the management comments was reviewed and sufficient to support the completion of recommendation 1b.
2023-24 Recruitment and Retention	2a. To conduct a review of the ITrent system and the ability to contain all data/documents in relation to recruitment within this system. 2b. To obtain feedback from system users of ITrent, Idox and ASM to determine the most	M	Gail Malkin, Head of People	31/12/2024 28/02/2025 30/09/2025 31/12/2025	Management Comments The Council have reviewed the use of ITrent for documentation storage purposes, and it has been concluded that it is not suitable for this purpose. Documentation storage remains on Idox. Users were not consulted on the basis the Council were not progressing with ITrent as a documentation storage system.

AUDIT	RECOMMENDATIONS MADE	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
	<p>effective system to use for recruitment data retention.</p> <p>2c. To review the system functionality to producing recruitment monitoring data such as time to hire, agency spend and vacancy data.</p>				<p>The Council have purchased software to support reporting but have been limited in the ability to use it due to an internal server problem.</p> <p>Internal Audit Comments</p> <p>We will follow up on the action to recommendation 2c in accordance with the revised due date. Evidence to support the management comments was reviewed and sufficient to support the completion of recommendations 2a and 2b.</p>
2023-24 Selective Licensing	<p>1a. The Council should conduct inspections based on their risk/priority level which is reviewed and a rating applied on receipt of application.</p> <p>1b. There should be a clear focus on the number of target inspections to be undertaken annually and subsequently monthly to meet the 12% annual inspections target and the 60% inspection target at the end of the scheme.</p>	M	<p>Courtney Bennet, Building Control Team Manager</p> <p>David Butler, Head of Planning and Regulatory Services</p>	<p>31/01/2025</p> <p>30/04/2025</p> <p>30/09/2025</p> <p>01/03/2026</p>	<p>Management Comments</p> <p>Inspections are now recorded and monitored solely through Meta Street to provide a consistent and reliable source of data. A manual reconciliation of historic Uniform records is being carried out to create an accurate baseline inspection list. Once this reconciliation is complete, an improved Power BI report will be developed to support accurate monitoring of inspections against risk ratings and targets. Each license has a priority rating, and this is included in the inspection spreadsheet. Priority 1 properties are being inspected by Oxford City Council staff. Priority 2 properties will be inspected by contracted officers.</p> <p>The improved Power BI reporting will provide regular oversight of inspection volumes, with annual and monthly figures available against the required targets. This will allow performance against the 12% annual inspection rate and the 60% end-of-scheme target to be monitored and managed. While progress has been made, an extension is required to allow for full reconciliation and implementation of the new reporting process.</p> <p>Internal Audit Comments</p> <p>We will follow up on these actions in accordance with the revised due date.</p>
2024-25 GDPR and high-level Freedom of Information	<p>1a. Management, in conjunction with each business unit or department, should carry out a full and comprehensive review of all the Council's RoPAs to ensure that these are consistent, complete, and up to date and that they capture, as a minimum, the information identified as missing by this review. The updated RoPAs should be</p>	H	<p>Emma Jackman, Head of Law & Governance, Council Monitoring Officer and Data</p>	<p>30/04/2025</p> <p>30/08/2025</p> <p>31/12/2025</p>	<p>Internal Audit Comments</p> <p>We will follow up on the action to this recommendation in accordance with the revised due date as no response has been received regarding this recommendation from requests on 29 August, a cancelled meeting to discuss on 22 September and further chasers on 1 October and 8 October (we have requested a revised due date for this action but did not receive a response</p>

AUDIT	RECOMMENDATIONS MADE	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
	presented to and approved by Senior Management and subject to review on an ongoing basis to ensure that these remain current and appropriate. 1b. As part of the RoPA review, the Council should continue to review existing privacy notices and updating them in case of any changes to data processing activities to ensure continued transparency of data processing with data subjects and consistency across all data privacy notices that exist.		Protection Officer		and as such will revise to ensure follow up ahead of the next Audit and Governance Committee).
47 2024-25 GDPR and high-level Freedom of Information	2a. Management should review the Council's retention schedules and ensure that these are fit for purpose. The retention schedules should be subject to review on a regular basis. This should be done in line with the RoPA review as per finding 1.	M	Emma Jackman, Head of Law & Governance, Council Monitoring Officer and Data Protection Officer	30/04/2025 30/08/2025 31/12/2025	Internal Audit Comments We will follow up on the action to this recommendation in accordance with the revised due date as no response has been received regarding this recommendation from requests on 29 August, a cancelled meeting to discuss on 22 September and further chasers on 1 October and 8 October (we have requested a revised due date for this action but did not receive a response and as such will revise to ensure follow up ahead of the next Audit and Governance Committee).

FOR MORE INFORMATION:

Gurpreet Dulay

Gurpreet.Dulay@bdo.co.uk

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