

## Follow Up Audit Objective

To provide assurance that agreed actions to mitigate against risk exposure identified within the 2019/20 limited opinion audit of Housing Voids report have been implemented.

### Follow Up Progress Summary

Priority	Complete	In Progress	Not Started	Summary
Priority 1	0	0	0	0
Priority 2	1	1	0	2
Priority 3	0	1	0	1
<b>Total</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>

### Follow Up Assessment

The original audit of Housing Voids was completed in 2020 and received a Limited assurance opinion.

The follow up audit has found the majority of actions are still in progress as well as issues with the data that was provided.

Key findings from the audit follow up have been summarised below.

### Key Findings



Updated information on targets were provided to the audit team which displayed that progress has been made. However, it was commented by the Housing Manager that it was felt that the data provided by Kier wasn't accurate and may be higher than reality. Although the information suggests that improvement has been made for the recommendations audit are unsure how accurate the KPIs provided were.

Powys need to take more ownership of the data to ensure that even though the service is provided by a third party they are confident that the service requirements have been fulfilled.



An unplanned exit strategy has for the occurrence of a sudden failure of a major contractor has been implemented.

## Appendix 1

### Agreed Actions & Follow Up Assessment

#### Recommendation

We recommend that more work is carried out with the contractors to ensure that void works are completed on target.

#### Follow Up Assessment

Evidence from target dates provided to the audit team displayed that Powys were not meeting the target of 100%. The table below displayed the latest figures provided to the audit team.

HOWPS Services - All sections	Target	MLAP	Calls / days / totals	Seconds / days / Passes	Fails / AVG	May 2022 KPI	April 2022 KPI
<a href="#">H/VM/1 - Time to complete work on empty property</a>	100%	95%	34	24	9	73.53%	74.47%

#### In Progress

It was stated that there have been issues with the handover of data from Kier to Powys. The Housing Quality Serving Manager stated, “These are the figures that we as a housing team were very concerned with as the true service level on the ground did not match up with their reporting”.

Due to this there was issues with providing data for the audit. The information on the Voids belongs to Powys, therefore more oversight is needed to sure that the Voids have been undertaken within the required timeframe.

<b>Priority</b>	<b>2</b>	<i>SWAP Ref:</i>	<b>Responsible Officer</b>	<b>Mark Davies</b>	<b>Timescale</b>	<b>April 2024</b>
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<b>Recommendation</b>	<b>Follow Up Assessment</b>	<b>In Progress</b>
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<p>We recommend that Housing Surveyors improve their completion of initial inspections to achieve the target of 100% completion on time.</p>	<p>It was stated that Powys was meeting a target of 90% for the initial inspections. However, no target data was provided.</p>
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<b>Priority</b>	<b>3</b>	<i>SWAP Ref:</i>	<b>Responsible Officer</b>	<b>Mark Davies</b>	<b>Timescale</b>	<b>April 2024</b>
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<b>Recommendation</b>	<b>Follow Up Assessment</b>	<b>Complete</b>
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<p>We recommend that a documented Business Continuity Plan be produced for the occurrence of a sudden failure of a major contractor.</p>	<p>Evidence of the unplanned exit strategy were provided to the audit team, which detailed what should be done if a failure occurred.</p>
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<b>Priority</b>	<b>2</b>	<i>SWAP Ref:</i>	<b>Responsible Officer</b>	<b>Andy Thomas</b>	<b>Timescale</b>	<b>-</b>
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