



## Report of the Director of Place

Special Audit Committee – 29 January 2020

### Foreshore and Lettings Audit Report 18/19

<b>Purpose:</b>	To provide an update on the foreshore and lettings audit report for the above period
<b>Report Author:</b>	Jamie Rewbridge (Strategic Manager, Cultural Services) & Steve Kern (Marina Manager)
<b>Finance Officer:</b>	Paul Roach
<b>Legal Officer:</b>	Debbie Smith
<b>Access to Services Officer:</b>	Rhian Millar
<b>For Information</b>	

#### Internal Audit on Foreshore and Lettings Function – Update January 2020

##### 1. Introduction

- 1.1 As a result of an internal audit on the Foreshore and Lettings function carried out in 2019, an assurance level of moderate was given.
- 1.2 An action plan was developed to address the issues identified and appropriate implementation steps put in place.
- 1.3 Since the date of the audit an element of the service has transferred from Cultural Services to Highways and Transportation, these services relate to Boat Parking, which is covered in section 2.3 of the Action Plan.
- 1.4 This report highlights all the Medium Risk items only, with no High risk actions to note. All items can be found within the relevant appendix A, which sets out the report in full and associated actions, Low Risk (LR) items and points of good practice (GP)
- 1.5 This action plan identified the following MR actions (Medium Risk)

- **Foreshore Lettings**

(2.13) Checks should be made to ensure previous year's fees have been paid before licences are renewed.

**Progress to Date/Agreed and updated actions** – With immediate effect, outstanding debtors have now been referred to A/R team with supporting evidence of contract. The operators with outstanding debts will not be used in the future and have not been engaged for 19/20.

Checking and monitoring process in place to ensure fees are paid in advance before licences issued

- **Langland Bay Beach Huts**

(2.25) Receipt Books and C&D Books should be held securely and retained for audit purposes.

**Progress to date/Agree and updated actions-**

Long term sickness and retirement of previous administrator meant that some books could not be located. As part of new procedures and newly appointed staff, specific books for specific service are now in place.

Beach hut applications are moving online from January 2020 therefore receipt books would no longer be in use once on-line booking system in place as this will automatically generate a receipt.

**Boat Parking**

- (2.32) Official invoices should be raised to collect all income due for spaces where ownership is known

**Progress to date/Agree and updated actions-** Boat Parking at the site is now managed under the supervision of the Marina management team who will implement the procedures adopted at the Marina. All boat owners at Knab & SBA have been written to and payments have been requested. Invoices will be raised to collect unpaid fees with recovery action to follow.

Follow up telephone calls have been made to known users who have still not returned signed contracts or paid, this has resulted in further payments being received relating to 19/20 storage.

- (2.35) Advice should be obtained from Legal Services on how to remove the boats that are illegally parked.

**Progress to date/Agree and updated actions-** Legal Advice was sought over a period of time (2016/17/18) and concluded that the most appropriate systems should be those adopted by officers at the Marina, using TORTs and weekly muster log of craft onsite. Support was sought in 2018 however owing to operational workload pressures little progress was made. From 1<sup>st</sup> April 2019, all services

relating to boat parking and income generation at the Knab site have been the responsibility of Marina, with an integrated system linked to the Marina's office system. A new (Highways & Transportation) cost centre has been created and all income is recorded here. Services and staff will continue to transfer through 2019/20, with the anticipation that a full transfer will be implemented by 2020/21.

A meeting is due to take place early January between Marina, Audit & Legal to agree the best way forward in relation to long term debtors. Discussions will centre around historical supporting documentation being used in legal action against long term debtors. This will determine what action we can legally take on historical debts.

### **Caravan Park**

- (2.52) Regular checks should be made to ensure that site-holders have paid their invoice or are making payments by instalments.

### **Progress to date/Agree and updated actions**

A further system to be developed to keep a log of all invoices generated, invoice numbers, narrative, debtor and amount. These to be checked monthly and a status column updated for paid/unpaid/part paid etc. Monitoring and check list system has been devised by the Lettings Administrator, under the supervision of the section manager.

## **2. Equality and Engagement Implications**

- 2.1 There are no equality and engagement implications associated with this report.

## **3. Financial Implications**

- 3.1 There are no financial implications other than those set out in the body of the report.

## **4. Legal Implications**

- 4.1 There are no legal implications other than those set out in the body of the report.

**Background Papers:** None.

### **Appendices:**

Appendix A - Foreshore and Lettings – Management Action Plan – Follow Up 2019/20.