



## Report of the Head of Cultural Services

Governance and Audit Committee – 16 May 2023

### **Response to the Destination Lettings Audit Report 2022/23 – May 2023 Update**

<b>Purpose:</b>	To report on actions arising from the 2022 internal audit of Destination lettings.
<b>Report Author:</b>	Sue Reed (Community, Partnership & Destination Development Manager) & Jamie Rewbridge (Strategic Manager, Cultural Services)
<b>Finance Officer:</b>	Ben Smith
<b>Legal Officer:</b>	Debbie Smith
<b>Access to Services Officer:</b>	Rhian Miller
<b>For Information</b>	

#### **Update to service response to the internal audit of Destination lettings**

##### **1. Introduction**

- 1.1 As a result of an internal audit on the Destination Lettings function carried out in 2022, an assurance level of moderate was given.
- 1.2 An action plan (Appendix A) was developed to address the recommendations identified and this report now provides an update on the implementation steps put in place.

- **Mumbles Hill Caravan Park**  
(2.1.4) Care should be taken to ensure all licensees are invoiced as required. (MR)

**Agreed and updated actions** – An online system that issues licences to licence holders is now in place for season 23/4 and the use of the online service has been offered to all licence holders, signed using an online form and resubmitted. Of 63 licence holders,

currently 56 use online and 7 are still requesting licences to be sent via postal services.

A new member of staff started on 31/10/22 and a monitoring process is now in place.

At the time of preparation of this report, internal audit officers are conducting a follow-up audit, but no follow up report issued as yet. However, as noted through dialogue with audit, confirm that the invoice flagged within the previous audit has been cancelled and new invoice raised, as recommended. At this stage officers are unable to provide an update on other actions due to the implementation of the Oracle Fusion system. A verbal update may be available at the Governance and Audit Committee from Audit Officers.

(2.1.5) Licences should not be renewed if there are significant arrears from previous years. (HR)

**Agreed and updated actions** – All outstanding debts are now cleared and service confirms that the debt highlighted is currently up-to-date with their repayment schedule. Officers are ensuring continuation of this hard system of recovery and the online service will also flag issues earlier.

- 1.3 There has been a positive response regarding this seasons hut rentals with 100% take up and the sum of £98k has been received up front for these services via online systems.

## 2. Integrated Assessment Implications

- 2.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

- 2.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development.

Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

- 2.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.
- 2.2 An IIA screening has been undertaken (Appendix B). The Screening is for a set of actions that will improve the administrative and accountancy function of the Destination Lettings service including improvements in booking systems and processes for licences, credit control and payment functions. The screening identified very minor impact although clearer systems for invoicing and licence acceptance process via online system which can only improve the overall service to the caravan owners who use the council site.

### **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 – Action Plan

Appendix B - IIA Screening