

MONITORING REPORT Q4 2022/23 - RECOMMENDATIONS NOT ACCEPTED

| Audit Title | Date Final Issued | Assurance Rating | Recommendations Not Accepted | | | |
|--|-------------------|------------------|------------------------------|-------------|---|--|
| | | | Report Ref | Risk Rating | Recommendation | Reason / Comments |
| Grounds Maintenance & Central Operations | 02/03/23 | Substantial | 2.4.2 | LR | To ensure an adequate level of assurance for the service over work completion and quality, the 10% physical check carried out by Contract Managers should be considered to be reintroduced. | Discussed in detail with Audit, 10% system was in place to give assurance re bonus payments which no longer exist since single status. A replacement Parks Maintenance System should have facility to interrogate performance data if concerns are raised. The service does not agree with this finding and request this testing is removed from the schedule. |
| | | | 2.4.8 | LR | To ensure an adequate level of assurance for the service over VOC work completion and quality, the 10% physical check carried out by Contract Managers should be considered to be reintroduced. (Previous Audit Recommendation) | Discussed in detail with Audit, 10% system was in place to give assurance re bonus payments which no longer exist since single status. A replacement Parks Maintenance System should have facility to interrogate performance data if concerns are raised. The service does not agree with this finding and request this testing is removed from the schedule. |