

<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Report to</b>	Governance and Audit Committee
<b>Date</b>	16 July 2026
<b>Subject</b>	Internal Audit of Disabled Facilities Grants – Progress Update
<b>Head of Service</b>	Ned Michael Head of Housing Services
<b>Report Author</b>	Elliw Llŷr  Service Manager – Housing Strategy
<b>Nature and Reason for Reporting</b> Provide an update on actions since the 25th June meeting	

## 1. INTRODUCTION

The purpose of this report is to provide an update and assurance that internal audit issues are being addressed appropriately and in a timely manner with the following issues implemented:

**Risk:**

**A lack of scrutiny and management oversight in this area poses a risk of financial loss to the council through error or fraudulent activity going undetected, inaccurate performance reporting as well as business continuity risks associated with the Senior Technical Officer's DFG role. The absence of robust record keeping, and administration of DFG records could result in errors in financial and performance reporting, inaccurate budgeting, and duplicate and over or underpayments to contractors. Such weaknesses also pose auditing and compliance challenges and can lead to poor analysis and ineffective decision making.**

**We have now filled the role of Administrative Support for the DFG process (2 days a week) to work with our Technical Officer and as part of duties the Administrative Assistant will:-**

1. Team Inbox – regularly check the team e-mails
2. Send Care plans to Care and Repair
3. Check the Land Registry to see if the owner's name matches.
4. Update the Excel spreadsheet with the client's details from the care plan

1. Care and Repair liaise with clients, prepare specification for work, administer the tendering process and appoint a contractor.
2. Care and Repair send details of appointed contractor then a PRD (Order) is duly raised and approved on Civica.
3. Provide admin support in sending appropriate information to the Legal Service
4. Preparing a monitoring report at the end of each month
5. Prepare agenda and paperwork and take minutes for Complex Adjustments Panel meetings.
6. Check that the database is up-to-date and that PIs are up-to-date

Our Database records the following information:-

1. Personal information
2. Number of Open Cases
3. Number of Care Plans Received / Approved / Completed
4. Type of Adaptions
5. Number of Open Days
6. Total Cost of Works Contract
7. Contractor
8. Agent fees
9. Tenure
10. Land Registry Reference
11. Date of approval by Housing Services

### Management Supervision

Officer and Line Manager meet monthly to discuss and monitor cases

Financial information received from Finance monthly is monitored

Quarterly Management Reports for Housing Strategy meetings agreed for the year

**Risk:**

**Current arrangements to resolve, recover and account for duplicate and overpayment of DFGs are insufficient and pose a risk of further non-compliance with financial procedure rules.**

**There is a risk of financial accounting inaccuracy, performance reporting issues, financial losses, and reputational damage.**

An audit review identified a contractor overpayment to the value of £775. The contractor has subsequently netted the overpaid amount against a later invoice, and the adjustment has been verified by officers. As a result, there is no outstanding financial impact to the Council. The matter has been referred back to Internal Audit for their opinion on the adequacy of the recovery approach and closure of the finding.

**Risk**

**The absence of robust procedures for timely registration and effective enforcement of applicable DFG-related local land charges poses a financial risk to the Council.**

Administrative Role will assist and provide oversight of Legal Charges/ Restrictions with regular reporting on cases on a monthly basis. Also, internal checks have been carried out to ensure that Legal Charges/Restrictions are adequate and that agreement signed by the client are sufficient to protect the Council's interest in the adapted property until all costs are recovered in situations where an adapted property is sold in the future.

A revised wording has been received by the Solicitor in Legal Section for inclusion in the pre-approval letter which states clearly that should costs increase due to unforeseen works that that this would be added to the charge with consent of the client. Should consent not be given by the client this may result in incomplete works.

This will be included in existing cases awaiting pre-approval letters and cases going forward with charges.

## **2.0 RECOMMENDATION**

2.1 That the Governance and Audit Committee note the progress