

Appendix 1a: Assurance Summary 2016/17

Audit Plan Areas	Level of Assurance			
	High	Satisfactory	Partial	Minimal
Managing the Business		<ul style="list-style-type: none"> • Risk Management (Feb 2017) 		
Managing Service Delivery Risks		<ul style="list-style-type: none"> • Responsive Repairs Contract Management: Performance, Quality Standards and Pricing (Feb 2017) 	<ul style="list-style-type: none"> • Right to Buy (Oct 2016) 	<ul style="list-style-type: none"> • Responsive Repairs Contract Management: iWorld Authorising Works Orders (Feb 2017) <i>(Partly Council operated)</i>
Key Financial Systems		<ul style="list-style-type: none"> • Housing Rents (May 2017) • Accounts Receivable (May 2017) 		

Appendix 2 Assurance Summary 2016/17

Audits Revisited	Action Implementation Level			
	High	Satisfactory	Partial	Minimal
Implementing Action Plans		<ul style="list-style-type: none"> • Managing Service Level Agreements (Oct 2016) • Careline (Oct 2016) 		