

Rosehill Housing Co-operative Limited
 Internal Audit 2022/23
 Follow Up

Key:

Fully Implemented
Partially Implemented
Superseded
Not Implemented

	<u>Audits</u>	<u>Grading</u>	<u>Recommendations</u>			
			<u>High</u>	<u>Medium</u>	<u>Low</u>	
Mar-22	Risk Management	Substantial		1	4	
Mar-22	Follow Up Review	Strong			1	
Total			<u>0</u>	<u>1</u>	<u>5</u>	6

Fully	0%
Partially	0%
Superseded	0%
Not	0%
Outstanding	0%
	<u>0</u>
	<u>0%</u>

Rosehill Housing Co-operative

Follow Up Tracker from Recommendations from Follow Up 21/22

Risk Appetite			
Ref.	Finding and Risk	Grade	Recommendation
1.	<p>It is good practice for a Risk Management Policy to outline the risk appetite where the term refers to the amount of risk that they are willing to accept, or tolerate, or be exposed to at any point in time which is defined on the risk matrix as the line of tolerance.</p> <p>During our review, we found that while the Co-operative’s Risk Management Policy includes a statement surrounding risk appetite however does not detail a specific risk appetite for the Co-operative. Specifically, the Policy details that risk appetite varies per activity.</p> <p>There is the risk that the Co-operative’s risk appetite is not fully developed.</p>	Medium	We recommend that the Co-operative consider developing their risk appetite to determine this per the categories of risk. Once developed, we recommend that the Co-operative’s quarterly reports provided to the Audit Sub-Committee is updated to highlight risks that are above the risk appetite.
Management response			Responsibility and implementation date
<p>This will need to be incorporated within a further review of the Risk Management Policy. As previously advised the policy timetable for this financial year is already quite heavy, so will put the Policy in for review at the start of the next financial year i.e October 2022</p>			<p><i>Responsible Officer:</i></p> <p><i>Director</i></p> <p><i>Implementation Date:</i></p> <p><i>End of October 2022</i></p>

Status:

Information Request:

Please provide a status update for this recommendation.

Please provide a copy of the updated Risk Management Policy.

Fully completed

Rosehill Housing Co-operative

Follow Up Tracker from Recommendations from Follow Up 21/22

Risk Register: Inclusion of Mitigating Actions Score			
Ref.	Finding and Risk	Grade	Recommendation
2.	<p>The Co-operative has a detailed risk register that outlines the following per risk detailed:</p> <ul style="list-style-type: none"> ➤ Risk Issue; ➤ Specific Risks; ➤ Existing Controls; ➤ Risk Rating; ➤ Adequacy of Existing Controls; ➤ Risk Action; ➤ Additional Controls Required; and ➤ Lead Officer. <p>During our review we found that the only scores that were detailed on the risk register was that after mitigating controls where the inherent risk score is not identified.</p> <p>There is a risk that the Co-operative do not know the risk score prior to mitigating controls in place.</p>	Low	We recommend that the Co-operative include the risk rating before and after putting controls in place to mitigate the risk.
Management response			Responsibility and implementation date
<p>Will review our approach and make any changes as recommended over the coming months. The reference to this approach will need to be updated in the Policy and as stated under the first recommendation, the policy will be scheduled for review at the start of the next financial year – October 2022.</p>			<p><i>Responsible Officer:</i> Director</p> <p><i>Implementation Date:</i> By end of September 2022</p>

Status:

Information Request:

Please provide a status update for this recommendation.

Please provide a copy of the most up to date risk register.

Fully completed

Rosehill Housing Co-operative

Follow Up Tracker from Recommendations from Follow Up 21/22

Deviating between Operational and Strategic Risks			
Ref.	Finding and Risk	Grade	Recommendation
3.	<p>It is common practice throughout our client base that associations maintain a strategic risk register and an operational risk register. The strategic risk register records all strategic risks affecting the association and is reported to the relevant committee while the operational risk register is maintained by the Management Team with only risks above the risk appetite reported to the relevant committee.</p> <p>During our review, we found that the Co-operative only maintains one register, this being split according to severity as per the following categories: material, medium and low. As a result, the Co-operatives register includes both strategic and operational risks. The Audit Sub-Committee will therefore receive reports detailing all the strategic and operational risks of the Co-operative.</p> <p>There is the risk that the Co-operative are not adhering to best practice regarding risk management and that operational risks are being reported to the Audit Sub-Committee rather than the Management Team.</p>	Low	We recommend that the Co-operative categorise the risks detailed on their risk registers into strategic and operational and separate the operational risks to be managed by the Management Team on a different register.
Management response		Responsibility and implementation date	
<p>Will review our approach and make any changes as recommended over the coming months. The reference to this approach will need to be updated in the Policy and as stated under the first recommendation, the policy will be scheduled for review at the start of the next financial year – October 2022.</p>		<p><i>Responsible Officer:</i></p> <p>Director</p> <p><i>Implementation Date:</i></p> <p>By end of September 2022</p>	

Status:

Information Request:

Please provide a status update for this recommendation.

Please provide a copy of the Strategic and Operational Risk Registers.

Fully completed

Rosehill Housing Co-operative

Follow Up Tracker from Recommendations from Follow Up 21/22

Risk Management Training			
Ref.	Finding and Risk	Grade	Recommendation
4.	<p>Training for staff members at the Co-operative will give all staff an awareness of the types of risks they would be expected to manage within their own departments thereby facilitating a culture of compliance and accountability. In addition, training for members of the Audit Sub-Committee provides members with an awareness of the Co-operatives activities and updates members on strategy and developments, which may affect them as committee members.</p> <p>During our review we found that the Co-operative has yet to provide any further training to the Audit Sub-Committee since the training we provided in September 2018. It should be noted that the Co-operative has scheduled training to be completed for Committee members in March 2022.</p> <p>We also found that the Co-operative do not have scheduled risk management training for their staff or management.</p> <p>There is the risk that Co-operative's Staff and Members will not be fully aware of the strategy and policy adopted for risk management, and how this should be applied on a day-to-day basis within their job roles.</p>	Low	<p>We recommend that the Co-operative ensure that the risk management training is completed as scheduled for the Audit Sub-Committee. We also recommend that the Co-operative schedule risk management training for their staff members.</p>
Management response		Responsibility and implementation date	
<p>Staff training on Risk Management is scheduled for early May. Training for Committee is not limited to Audit Sub-Committee but is undertaken by the whole Management Committee and this has been scheduled for 9th August 2022.</p>		<p><i>Responsible Officer:</i> Director</p> <p><i>Implementation Date:</i> 5th May and 9th August</p>	

Status:

Information Request:

Please provide a status update for this recommendation.

Please provide evidence of the risk management training such as powerpoints.

Please provide a copy of the register of those who attended the training.

Fully completed

Rosehill Housing Co-operative

Follow Up Tracker from Recommendations from Follow Up 21/22

Status:

Information Request:

Please provide a status update for this recommendation.

Fully completed

Linking Risks with Strategic Objectives			
Ref.	Finding and Risk	Grade	Recommendation
5.	<p>The Co-operatives Risk Register should align with the Business Plan's objectives and aims. Objectives are outlined as follows:</p> <ol style="list-style-type: none"> 1. Provide high quality and affordable homes. 2. Engage effectively with tenants and service users. 3. Deliver value for money. 4. Be innovative and risk aware. 5. Build and contribute to effective partnerships. 6. Use our resources efficiently and effectively. 7. Achieve the highest standards in all that we do <p>During our review we found that the Co-operatives risk register does not link alongside their 6 strategic objectives.</p> <p>There is the risk that the Co-operatives are not assessing risk in line with their strategic objectives.</p>	Low	<p>We recommend that the Co-operative update their risk register to include an additional column that identify what strategic objective the risk is impacting upon.</p>
Management response			Responsibility and implementation date
<p>Will review our approach and make any changes as recommended over the coming months. The reference to this approach will need to updated in the Policy and as stated under the first recommendation, the policy will be scheduled for review at the start of the next financial year – October 2022.</p>			<p><i>Responsible Officer:</i></p> <p>Director</p> <p><i>Implementation Date:</i></p> <p>By end of September 2022.</p>

Rosehill Housing Co-operative

Follow Up Tracker from Recommendations from Follow Up 21/22

Status:

Information Request:

Please provide a status update for this recommendation.
Please provide evidence of the survey on the website.

Fully completed

[Complaints Feedback \(rosehillhousing.co.uk\)](https://www.rosehillhousing.co.uk)

Feedback on Complaints Handling Procedure, Complaints Handling, Follow Up, April 2020			
<p>Original Finding It is vital for the Co-operative to receive feedback on their complaints handling process to accommodate continuous improvement to their processes.</p> <p>During our review, we found that the Co-operative do not receive any feedback from customers who filed a complaint regarding their experience of the complaints handling process. We do note that the Director is planning on incorporating feedback into the process following the review of the Procedure.</p> <p>There is the risk that the Co-operatives Complaints Handling Procedure is not meeting customer standards.</p> <p>Original Recommendation We recommend that the Co-operative add, as the final step to their Complaints Handling Procedure, opportunity for customers to provide feedback on the process.</p> <p>Finding from our 2020/21 Follow Up The Co-operative have yet to develop a process for obtaining feedback from their tenants regarding the complaints handling process. They aim to begin developing this process once management has finished their SPSO training and when further advice has been sought from SHARE and the SPSO on the questions that should be included within the survey.</p> <p>Recommendation from our 2020/21 Follow Up We reiterate the original recommendation.</p> <p>Management Response from our 2020/21 Follow Up Agreed.</p>			
Ref	Finding from our 2021/22 Follow Up	Grade	Recommendation
1	The Co-operative have drafted their complaints satisfaction survey and they are currently in discussions with their website designers about creating the form on their website. The Co-operative will also hold a paper version, for issuing to complainants who still prefer to communicate that way.	Low	We recommend that the Co-operative ensures that the survey is finalised and put onto their website.
Management Response		Responsibility and Implementation Date	
Now on website, under Making a Complaint section.		<p><i>Responsible Officer: Director</i></p> <p><i>Implementation Date: 28/03/22</i></p>	