

Annex B – RHI Management Actions

Report Ref (no order)	Recommendation	Response	Timeline	Status
A	<p>How financial performance and budget monitoring can be automated, or system led to reduce the reliance on human intervention to identify issues and shortfall. The new finance system may provide this opportunity.</p>	<p>The new finance system (in process of being installed) will contain the functionality to do this. Budget monitoring and especially projected/forecast budget income versus actual should pick a similar issue up (as it did in the RHI instance but its reactive due to the nature of our financial monitoring – linked again to system).</p> <p>With item D below an interim position has been put in place to increase and focus monitoring on similar issues.</p> <p>New Board structure in place to monitor all major projects including RHI and ongoing similar schemes.</p>	<p>New System in place – during 2021/22</p> <p>Interim monitoring etc and focus on similar issues for finance monitoring – already in place</p>	<p>All actions put in place – closed</p>
B	<p>Future contracts could consider whether responsibility for claiming could be encompassed within the contract, for the supplier to action.</p>	<p>This is a lessons learnt across the piece in terms of similar types of contracts irrespective of service.</p> <p>Addressed via procurement and lessons learnt for any similar activity, including briefing CLT colleagues.</p>	<p>Already undertaken</p>	<p>All actions put in place – closed</p>

<b>C</b>	That a remedial business plan is produced, for the Asset Management team that addresses structural gaps in cover. Consideration should also be given to any systemic barriers to recruitment in this area. Continuity plans should also be reviewed to consider how, at times of future absence gaps such as this are not generated. Any interim cover arrangements are treated as such and more permanent changes are identified and implemented.	In part already in train – senior post recruited and set to join in May 21.  Junior temp cover in post until senior is in post to recruit formally.  Once a permanent new manager in post a full recovery plan will be developed and deployed.	Main actions undertaken regarding recruitment.  Action plan will be part of induction workplan and aims to complete Q3 2021.	Monitored via the induction process and planned regular audit / compliance testing.
<b>D</b>	A review of the performance and KPI management of the service is completed, with a renewed focus on important income streams.	This is wider than just housing. Linked to E below and A above, and will be a wider look at the KPIs and the way we monitor performance overall (finance and other). This issue is partly being addressed by the new finance system and via the performance monitoring framework.  RHI data is reported to HoS as part of ongoing work as well as new oversight Boards in place.	Actions already taken to ensure similar issues / areas of income are now a feature of finance clinics going forward.  Also picked up with performance team re monitoring / reporting	Actions completed through named routes – action closed from RHI perspective.
<b>E</b>	A future audit of grant and or income management is commissioned.	This will be part of the audit plan for year 2021/22 – and needs to cover all similar processes (not just in housing). Numerous grant streams exist, and this will provide the assurance required that a similar issue cannot reoccur.	See Audit Plan on agenda of A&G April 2021.	Action regarding RHI specific closed and tracked via Audit reporting.

