

Notice of meeting and agenda

Regulatory Committee

9.30 am Monday, 28th February, 2022

Virtual Meeting - via Microsoft Teams

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The law allows the Council to consider some issues in private. Any items under "Private Business" will not be published, although the decisions will be recorded in the minute.

Contacts

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1. Order of Business

- 1.1 Including any notices of motion and any other items of business submitted as urgent for consideration at the meeting.

2. Declaration of Interests

- 2.1 Members should declare any financial and non-financial interests they have in the items of business for consideration, identifying the relevant agenda item and the nature of their interest.

3. Deputations

- 3.1 If any.

4. Minutes

- 4.1 Minute of the Regulatory Committee of 2 December 2021 – submitted for approval as a correct record 5 - 8

5. Rolling Actions Log

- 5.1 Rolling Actions Log 9 - 16

6. Business Bulletin

- 6.1 Regulatory Committee Business Bulletin 17 - 22

7. Executive Decisions

- 7.1 Houses in Multiple Occupation – Raising HMO Standards – Report by the Executive Director of Place 23 - 34
- 7.2 Demand for Taxi Licences – Report by the Executive Director of Place 35 - 40
- 7.3 Internal Audit: Overdue Findings and Key Performance Indicators as at 5 November 2021 – referral from the Governance, Risk and Best Value Committee 41 - 58

8. Routine Decisions

8.1 None.

9. Motions

9.1 None.

Nick Smith

Service Director, Legal and Assurance

Committee Members

Councillor Catherine Fullerton (Convener), Councillor Denis Dixon (Vice-Convener), Councillor Scott Arthur, Councillor Max Mitchell, Councillor Joanna Mowat, Councillor Susan Rae, Councillor Cameron Rose, Councillor Neil Ross and Councillor Donald Wilson

Information about the Regulatory Committee

The Regulatory Committee consists of 11 Councillors and is appointed by the City of Edinburgh Council.

This meeting of the Regulatory Committee is being held virtually by Microsoft Teams.

Further information

If you have any questions about the agenda or meeting arrangements, please contact Rachel Gentleman, Committee Services, City of Edinburgh Council, Business Centre 2.1, Waverley Court, 4 East Market Street, Edinburgh EH8 8BG, Tel 0131 529 4107, email rachel.gentleman@edinburgh.gov.uk / matthew.brass@edinburgh.gov.uk.

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Minutes

Regulatory Committee

9.30am, Thursday 2 December 2021

Present

Councillors Fullerton (Convener), Dixon (Vice-Convener), Day (substituting for Councillor Arthur), Doran (substituting for Councillor Wilson), Main (substituting for Councillor Rae), Mitchell, Mowat, Rose, Neil Ross.

1. Air Weapons and Licensing (Scotland) Act 2015 – Sexual Entertainment Venues – Proposed Resolution, Policy and Conditions

1.1 Deputation – Equally Safe (Edinburgh) Committee

Committee agreed to hear a deputation from Equally Safe (Edinburgh) Committee, who made the following key points:

- the potential for a decision to be made based on the views of a small minority of women who were engaged in commercial sexual exploitation and attended a focus group during the initial consultation period;
- that a majority of women who engaged in the consultation noted their main concern was their employment rights, however the legislation did not provide councils with authority over employment, especially given the majority of women were self-employed;
- whether there was an ability to regulate Sexual Entertainment Venues (SEVs) in any meaningful way, for example, in relation to health and safety (including by environmental health officers);
- that a decision to grant licences to venues could provide a licensed avenue for violence against women and the Council should not be an enabler of ‘selling sex’ which was a recognised link with sexual exploitation in SEVs;
- concerns that SEVs contributed to male sexual entitlement which – if licensed – could undermine the good work the Council was doing in other areas to address gender-based violence.

1.2 Report by the Executive Director of Place

The Committee considered a report on a proposed sexual entertainment venue (SEV) licensing resolution, policy and standard licensing conditions. The principle of licensing SEVs was agreed by Committee in October 2019, and in March 2021 it was agreed to

consult on the draft conditions and policy. The outcome of the consultation were included within the report.

Motion

- 1) To agree to determine a numbers limitation on the number of Sexual Entertainment Venues within the City of Edinburgh but to have a further report detailing the legal position to committee fixing a number “at the earliest in one cycle and latest by summer 2022” 6 months in advance of licensing application in the autumn.
- 2) To delete from the draft policy those paragraphs specifying a number of sexual entertainment venues (until this is set by committee) but otherwise approves the amended policy and conditions of licence.

- moved by Councillor Fullerton, seconded by Councillor Dixon

Amendment 1

- 1) To note the contents of the report and the responses to the second round of public consultation on the licensing of sexual entertainment venues.
- 2) To agree to adopt a scheme to license SEVs and adopt the resolution set out at Appendix 11.
- 3) To agree to determine a number limitation on the number of Sexual Entertainment Venues within the City of Edinburgh and fix that number at zero.

- moved by Councillor Rose, seconded by Councillor Mowat

Amendment 2

To continue the consideration of the report to the next committee cycle to allow legal advice to be sought where necessary.

- moved by Councillor Day, seconded by Councillor Doran

In terms of Standing Order 22.12, amendment 2 was accepted in place of the motion.

Voting

The voting was as follows:

For the motion	-	6 votes
For the amendment	-	3 votes

(For the motion: Councillors Day, Dixon, Doran, Fullerton, Main and Neil Ross.
For the amendment: Councillors Mitchell, Mowat and Rose.)

Decision

To approve the motion by Councillor Fullerton (as adjusted) as follows:

To continue the consideration of the report to the next committee cycle to allow legal advice to be sought where necessary.

(Reference – report by the Executive Director of Place, submitted.)

2. Minutes

Decision

To approve the minute of the Regulatory Committee of 26 October 2021 as a correct record.

3. Rolling Actions Log

The Regulatory Committee Rolling Actions Log for December 2021 was submitted.

Decision

- 1) To agree to close the following actions:
 - Action 3 – Air Weapons and Licensing (Scotland) Act 2015 – Sexual Entertainment Venues – Proposed Resolution, Policy and Conditions
 - Action 5 – Age Limitation and Emissions Standards for Taxis and Private Hire Cars – Annual Update
 - Action 6 – Motion by Councillor Barrie – Street Occupation, Trading, Licences and Permits
- 2) To otherwise note the remaining outstanding actions.
(Reference – Rolling Actions Log, submitted.)

4. Business Bulletin

The Regulatory Committee Business Bulletin for December 2021 was submitted.

Decision

To note the Business Bulletin.

(Reference – Business Bulletin, submitted.)

5. Review of Taxi Fare Structure – Outcome of Consultation

Proposed changes to the taxi fare scale were presented to the Committee which reflected feedback received through a public consultation.

The proposed changes included an increase to all tariffs by 2.9%, an increase to the 'additional passenger charge' from 30p to 40p when there were more than three passengers, and an amendment to the festive tariff, where Tariff 4 should be applied to Christmas Day and New Year's Day irrespective of the day of the week.

Decision

- 1) To note the content of the report and that the Council's statutory duties had been met in relation to consultation.
- 2) To consider the representations received during the statutory public consultation period, as attached at Appendix 3 to the report.
- 3) To agree the fare changes, as set out in paragraphs 4.2 and 4.8, to fix the taxi fare scales (shown in Appendix 4 to the report) with an effective date of 30 December 2021.

- 4) To note that officers would carry out the statutory notification procedures in relation to the revised taxi fare scales as fixed by the Committee.

(Reference – report by the Executive Director of Place, submitted.)

6. Criminal Records Checks for Taxi and Private Hire Driver License Applicants Born Outwith the United Kingdom

An update was provided on the process for checking the previous convictions of taxi and private hire driver applicants who were born or had previously resided outwith the United Kingdom. It was proposed to amend the policy to clarify its application in respect of renewal applications.

Decision

To note the contents of the report and the revised process for considering fitness of taxi and Private Hire drivers.

(Reference – report by the Executive Director of Place, submitted.)

7. Response to Motion on Street Occupation, Trading, Licensing and Permits

An update on the measures taken to help the hospitality sector through the Covid-19 pandemic was presented. The report also set out the practical difficulties of introducing further short-term measures for other types of licence holders.

Decision

- 1) To note the report.
- 2) To discharge the outstanding remit from Committee on 17 May 2021 on Street Occupation, Trading, Licensing and Permits.

(Reference – report by the Executive Director of Place, submitted.)

Rolling Actions Log

Regulatory Committee

28 February 2022

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
1	21.10.19	Internal Audit Findings – Timescales for Completion of Management Actions	To include expected completion dates of management actions identified in the Audit in the Committee's rolling actions log for ongoing monitoring of progress.	Executive Directors of Place and Corporate Services			
			1. Implementation of system upgrade to APP Civica CX	Executive Director of Corporate Services	December 2021 October 2022		Project to replace APP commenced in March 2021 and is ongoing.
			2. Performance assessment of system issues with APP as part of a wider performance report	Executive Director of Place	March 2021 October 2022		Project to replace APP commenced in March 2021 and is ongoing.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			3. BACS payment reference	Executive Director of Place	March 2021 Dec 2021		Evidence is currently being compiled. This will be submitted to IA for review before end of February 2022.
			4. Inspection Revisit Policy	Executive Director of Place	March 2021	March 2021	Action complete
			5. Allocation of Inspection Visits	Executive Director of Place	November 2019	March 2021	Action complete
			6. Inspection documentation	Executive Director of Place	October 2019	29 January 2020	Action complete
			7. Request Refund Policy	Executive Director of Place	October 2019	2 November 2020	Action complete
			8. Reconciliation between physical applications and APP system	Executive Director of Corporate Services	October 2019	2 November 2020	Action complete

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			9. HMO Key Performance Indicators and Performance Reporting	Executive Director of Place	March 2021 Feb 2022		Ongoing discussion with Internal Audit about whether this action should be closed.
			10. Training and Guidance documentation	Executive Director of Place	November 2020	18 January 2021	Action complete
			11. HMO application processing procedures	Executive Director of Place	December 2019	2 November 2020	Action complete
2	09.03.20	Private Hire Car Overprovision	To instruct officers to undertake the actions as detailed in section 5 of the report: <ul style="list-style-type: none"> Officers would undertake necessary actions to appoint an appropriately experienced and skilled external consultant to undertake the required research and analysis work on taxi demand and assessment of PHC 	Executive Director of Place	Dec 2021		Procurement of consultants was delayed by the public health emergency. Report appointing consultants approved by Finance and Resources Committee in March 21.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			<p>overprovision. A full equalities impact assessment would be required with regard to any recommendations that the consultant submitted to the Council.</p> <ul style="list-style-type: none"> • In addition, officers would continue to engage directly with relevant stakeholders. • Upon conclusion of any research and analysis completed by an appointed contractor, officers would present the collected data and any supporting information to the committee. • It was intended to undertake consultation with a wider group, including making the results of the research and any recommendations 				<p>Initiation meeting with consultants has taken place.</p> <p>Research by the consultants has commenced</p>

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			brought forward by officers, available for public consultation.				
3	18.01.21	Licensing Policy Development – Street Trading Update	To agree that the Convener would write to the Executive Director of Place to request a short-term plan which would consider opportunities for street trading, including the use of vacant properties, and to consider a longer term plan to facilitate street trading.	Convener / Executive Director of Place	2022		Committee agreed to postpone this piece of work due to impact of the public health restrictions on trading activity. A further report will be brought forward in 2022.
4	23.08.21	House in Multiple Occupation – Service Update	<p>1) To agree the change in process in relation to property inspections with the introduction of a risk-based inspections model.</p> <p>2) To agree that decisions on whether to make one and three year grants of HMO Licences would continue to be delegated to the Executive Director of Place and that three year</p>	Executive Director of Place	August 2022		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			<p>licences would only be suitable for properties which were fully compliant and which had had no problems in the previous licensed period.</p> <p>3) To agree that a review of the current structure for HMO application fees would be undertaken.</p> <p>4) That the Executive Director of Place report back to Committee in one year with an update on progress.</p>				
5	23.08.21	Licensing Service – COVID-19 Recovery Plan	That the Executive Director of Place report back to Committee in February/March 2022 with an update on progress.	Executive Director of Place	March 2022		Update provided in the Business Bulletin for Committee on 28 February 2022.
6	28.10.21 (Council meeting)	Raising HMO Standards – Response to Motion (link to full decision, item 6)	“...to request a report to the Regulatory Committee in two cycles on ways to raise standards amongst landlords to improve the conditions of	Executive Director of Place	February 2022		Report to be considered by Committee on 28 February 2022

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			tenants, to provide clarity for neighbours and to encourage best practice amongst letting agents, in particular, to address the matters highlighted above but also other areas where improvements could be made either via changes to HMO conditions or the HMO application process or by other means, both compulsory and voluntary. The report should also outline how HMO conditions, standards and guidance might be updated to reflect legislative changes and should reference the current HMO Licensing context, where relevant.”				
6	02.12.21	Air Weapons and Licensing (Scotland) Act 2015 – Sexual Entertainment Venues – Proposed	To agree to continue the consideration of the report to the next committee cycle to allow legal advice to be sought where necessary.	Executive Director of Place	February 2022		Report to be considered by Committee at a future meeting

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
		Resolution, Policy and Conditions					

Business bulletin



Item 5.1

Regulatory Committee

9.30am, Monday, 28 February 2022

Microsoft Teams

Regulatory Committee

Convener:	Members:	Contact:
<p>Councillor Catherine Fullerton</p>  <p>Vice-Convener Councillor Denis Dixon</p> 	<p>Councillor Scott Arthur Councillor Susan Rae Councillor Cameron Rose Councillor Donald Wilson Councillor Max Mitchell Councillor Neil Ross Councillor Joanna Mowat</p>	<p>Rachel Gentleman, Committee Services 0131 529 4107</p> <p>Andrew Mitchell Regulatory Services Manager 0131 469 5822</p>

Recent News	Background
<p>Short Term Lets</p> <p>The Civic Government (Scotland) Act 1982 (Licensing of Short Term Lets) Order 2022 was approved by the Scottish Parliament on 19 January 2022 and is expected to receive Royal Assent by March 2022. This will give local authorities in Scotland the powers required to license all properties operating as short term lets. Accordingly, all local authorities in Scotland must now implement a licensing scheme by 1 October 2022, with all operators of short term lets being required to apply for a licence by July 2024. It is expected that the Council will receive a significant number of short term let licence applications, given the number which have been reported to have been operating in Edinburgh over a number of years. Council officers have begun preparatory work to identify the resources required to open a licensing scheme by October and will bring a report back to Committee later this year to consult on a proposed policy and conditions framework.</p>	<p>The Council has previously expressed strong concern about the impact of certain aspects of the short term letting industry on the city. The Council previously agreed a position calling for additional regulation of the sector, either through changes to planning classifications or the introduction of a licensing system. To achieve the objective of additional regulation, the Scottish Government would be required to take action to introduce legislation.</p> <p>As short term letting has no current statutory definition, the Council's existing enforcement powers are limited. The most recent research indicates that there have been over 14,000 properties operating in this manner. The operation of short term lets is having a significant effect on a wide range of areas including supply of housing, anti-social behaviour and the hollowing out of some communities.</p>
<p>COVID-19 recovery</p> <p>The Licensing Service is continuing to process the backlog of licence applications as quickly as possible. The disruption caused by the pandemic and the added pressure of administering the Scottish Government's taxi and Private Hire Car support grant scheme resulted in the processing of applications taking significantly longer than it did pre-pandemic. Furthermore, the current ICT system used to process applications is not conducive to remote working.</p> <p>Steps have been taken to reduce the backlog, including recruiting additional staff and redirecting existing staff resources. The implementation of an upgraded ICT system has been delayed and is currently expected to go live later in 2022.</p> <p>Plans are in place to reopen the Customer Hub at the City Chambers in late February/early March 2022, and Hub staff have been trained to help customers with applications. Application submission and payments will continue to be made online and the necessary equipment will be provided within the Hub to allow customers to do this.</p>	<p>Each year the Licensing Service plays a vital role in the Council's ability to support local business and to provide a world class experience for residents in and visitors to the city. This includes both supporting trade in the city for 'temporary customers' and continuing to deliver services for existing licence holders.</p>

Recent News	Background
<p>Licensing Service – hybrid working model</p> <p>On 7 February 2022, officers from the Licensing Service began a hybrid work model, with staff working three days per week in the Council’s offices at Waverley Court and two days working from home. This followed the announcement by the First Minister that employers could begin returning staff to the office with a hybrid model from 31 January. In advance of this, to ensure that COVID workplace guidance is observed, a period of engagement with staff, union representatives and the Council’s Estates Team took place. It is hoped that returning to the office will improve efficiency in processing of licensing applications and customer contacts.</p>	<p>The Licensing Service moved to remote working in March 2020 at the outset of the COVID-19 pandemic, in line with Scottish Government guidance. Prior to that change many staff operated from the City Chambers. The Taxi Examination Centre at Murrayburn was re-opened on 20 July 2020 in order to maintain taxi and private hire car vehicle inspections.</p>
<p>Amplification of sound in public places</p> <p>Noise from busking and street entertainment has been a significant concern for some of the city’s residents for some time. In the absence of statutory powers, where the problem persists cases are currently forwarded to Police Scotland, who could consider using legal enforcement powers in this respect.</p> <p>On 10 November 2021 the Convener of the Regulatory Committee wrote to the Minister for Social Security and Local Government to request a discussion on this topic. A reply has been received from the Minister (Appendix 1) explaining that the Scottish Government officials will raise with other local authorities to determine whether the problem is widespread and how it may be addressed.</p>	<p>On 28 October 2021 full council discussed a motion moved by Councillor Neil Ross with respect to the impact of amplified sound from buskers and street entertainers in public spaces in Edinburgh.</p> <p>The principal powers to deal with nuisance caused by busking are found in the Civic Government (Scotland) Act 1982 (‘the 1982 Act’). Police officers may seize sound-making equipment (no matter where located) if a person fails to stop the noise on being asked to do so. Police Constables may also serve Fixed Penalty Notices with respect to this offence. These powers are not available to the Council.</p>

Forthcoming activities:

Minister for Social Security and Local Government
 Ministear airson Tèarair nteachd Shòisealta agus Riaghaltas
 Ionadail
Ben Macpherson BPA/MSP



Scottish Government
 Riaghaltas na h-Alba
 gov.scot

T : 0300 244 4000
 E : scottish.ministers@gov.scot

Cathy Fullerton
 cathy.fullerton@edinburgh.gov.uk

Our Reference: 202100253745
 Your Reference: Busking

22 December 2021

Dear Cathy,

Thank you for your letter, dated 8 November 2021, regarding noise from busking and street entertainment, in which you highlighted the negative auditory impact of amplified sound from buskers and street entertainers in public spaces in Edinburgh. Apologies for the delay in responding to you.

Officials responsible for Noise and Nuisance policy within the Scottish Government (Sandra Carey is the current contact - Sandra.Carey@gov.scot) are considering how Scottish government might confer powers to allow Scottish Local Authorities to effectively control the amplification of sound in public spaces under the Civic Government (Scotland) Act 1982 through an extension of the arrangements governing the licensing of public entertainment.

I understand your concerns and those of the residents affected and I thank you for bringing this to my attention. We will raise this issue with other local authorities and determine whether this is a widespread concern and how we might address the issue whilst respecting the value of street entertainers and the vibrancy they bring to our cities.

Best regards,

BEN MACPHERSON

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

The Ministear na h-Alba, an luchd-comhairleachaidh sònraichte agus Rùnaire Malrainnich fo chumhachan Achd Coitcheanachd (Alba) 2016. Faicibh www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1 3DG
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Regulatory Committee

9.30am, Monday, 28 February 2022

Houses in Multiple Occupation – Raising HMO Standards

Executive/routine
Wards
Council Commitments

1. Recommendations

- 1.1 The Regulatory Committee is asked to:
 - 1.1.1 Note the advice contained in this report and agree that officers should develop a best practice guide for licence holders and agents;
 - 1.1.2 Agree to separately consult on whether conditions 011 and 012 of the House in Multiple Occupation (HMO) standard conditions should be amended to require licence holders, and agents acting on their behalf, to provide adjoining properties with emergency contact details annually; and
 - 1.1.3 Note that a further report reviewing the existing HMO licence application fee structure and a future work programme for the Committee to consider its priorities will be developed and submitted to a future meeting following the local government elections.

Paul Lawrence

Executive Director of Place

Contact: Andrew Mitchell, Regulatory Services Manager

E-mail: andrew.mitchell@edinburgh.gov.uk | Tel: 0131 529 4208

Houses in Multiple Occupation – Raising HMO Standards

2. Executive Summary

- 2.1 On [28 October 2021](#), the City of Edinburgh Council agreed a motion from Cllr Neil Ross, with respect to a number of elements of Houses in Multiple Occupation (HMO) licensing - where standards applying to landlords could be raised and best practice amongst letting agents could be encouraged. This report sets out the work that the Licensing Service intends to carry out in order to fully respond to the motion.
- 2.2 In August 2021, Committee agreed that a review should be undertaken in respect of the existing HMO licence application fee structure. This report also provides an update on this review.

3. Background

- 3.1 The Council is required to license HMOs where three or more individuals or families live in a property and share facilities therein. The Council charges a fee to cover the costs of operating and enforcing this licensing scheme.
- 3.2 HMO licence fees are based on occupancy capacity, with an option of a one or three-year licence. New HMO licences are normally granted for one year, with a minimum period of six months. Existing licence holders applying for a subsequent licence, for an individual property, are afforded the flexibility of requesting a one or a three-year licence.
- 3.3 The current standard conditions for HMO licences were adopted on 9 March 2012 and are well established within the sector. Local authorities are also required to have regard to statutory guidance issued by Scottish Government. The guidance, last updated in 2012, covers areas such as the administration of a licensing scheme, licensing conditions and enforcement and complaints handling. A link to the guidance is provided at section 8 of this report.

4. Main report

4.1 On 28 October 2021, the City of Edinburgh Council agreed a motion relating to specific areas of HMO Licensing in the city (Appendix 1). In particular, the motion referred to three areas:

4.1.1 The issue of application notices to residents;

4.1.2 The issue of emergency contact details to residents; and

4.1.3 The problem of fly-tipping and/or abuse of residential waste facilities by contractors employed by landlords or agents.

4.2 As a result of the issues raised, the motion requested a report on ways to raise standards amongst landlords and to encourage best practice amongst letting agents. Furthermore, the motion asked officers to look at any other areas where improvements can be made to HMO licensing via changes to the standard conditions, application process or any other means.

Application Notices to Residents

4.3 The requirements for HMO licence applicants to display a site notice are set out in Schedule 4, paragraph 2 of the Housing (Scotland) Act 2006 (the 2006 Act). The schedule defines the requirements of a notice and states that the applicant "...must cause a notice...to be displayed on or near to the living accommodation concerned". The 2006 Act also states that the site notice must be displayed for a period of 21 days.

4.4 Complaints have been received by the Council from neighbouring residents to HMO properties which allege that site notices are often not easily seen. The motion suggests that residents would be better informed if they received a paper or electronic copy of an application.

4.5 The Council currently processes on average 4,000 HMO applications per year, but the total processed in certain years can vary due to the existence of three-year licences.

4.6 Any application which receives an objection or representation is referred to the Licensing Sub-Committee for determination. This includes applications about which there have been complaints from residents that a site notice was not displayed in the required manner. On average, the Sub-Committee considers approximately 2% of the total number of HMO applications as a result of an objection or representation. Whilst acknowledging that a number of objections mention problems with a site notice, there is little evidence that this is a widespread problem.

4.7 Consideration of any policy change must be within the context of the legislation and guidance. Any augmentation to the current statutory requirements could carry an element of risk as it could be argued that the Council is acting beyond its powers in terms of the 2006 Act.

4.8 Provisions in the 2006 Act deal with site notices which have not been displayed appropriately. This includes the power to require an applicant to redisplay a site

notice, and there is a procedure for dealing with such circumstances at the Sub-Committee.

- 4.9 It may therefore be considered that any additional requirements placed on applicants in respect of site notices may risk going beyond the Council's powers. Additionally, these could be disproportionate given the lack of evidence of a problem. The Licensing Service propose to carry out further work in this area by developing a best practice guide which will seek to reduce the number of complaints received and will bring a further report back to the Committee for consideration.

Emergency Contact Details to Residents

- 4.10 Conditions HMO11 and HMO12 of the Council's standard conditions for HMO licences set out the requirements to be met by licence holders in relation to the provision of contact details to residents:
- 4.10.1 **HMO11** - *An emergency contact telephone number for the licence holder and/or management shall be available and notified to the Council for 24-hour contact purposes for emergencies or antisocial behaviour from the property.*
- 4.10.2 **HMO12** - *The licence holder shall give a neighbour notification to every occupier in the same building as the licence holder's premises, and any adjoining premises within 28 days of the licence holder's receipt of the licence document. This will advise of the name of the licence holder or managing agent, a contact address, daytime telephone number and an emergency contact number.*
- 4.11 The motion suggests that the requirement to provide a neighbour notification to every occupier in the same building as the licence holder's premises, and any adjoining premises, could be improved by making this an annual requirement. This refers to a decision to allow three-year HMO licences where the applicant meets all the required standards and there are no complaints. Therefore, any new neighbours moving into a building may not be aware of who to contact should the need arise. Currently licence holders are only required to do this within 28 days of receipt of their licence, this typically being only every three years.
- 4.12 As with the proposed changes to site notice notification above, any changes to emergency contact requirements (whether via guidance, conditions or otherwise) should be evidence-based. There is a risk that any changes to the current HMO standard conditions and subsequent refusal of an application on that basis could result in a legal challenge, unless the Council can demonstrate evidence of need. Any changes to the standard conditions would require a period of public consultation to ensure a robust basis for making this change and to defend any appeal.
- 4.13 HMO licence holders, and agents acting on their behalf, are expected to ensure that their contact details are kept up to date throughout the licence period and that any changes to contact details are communicated to neighbours.

- 4.14 It is therefore recommended that the Council consults formally on this proposed change. The Licensing Service will also carry out work on advice for licence holders and agents in this area as part of any best practice guide which is developed.

Fly Tipping and Residential Waste Facilities

- 4.15 The motion also explores the Council's increased use of enforcement action and the issuing of fixed penalties to businesses and landlords found to have illegally dumped waste in the street, or abused residential waste facilities, which suggests that a new HMO condition requiring adherence to acceptable waste disposal practices is required. Ordinarily, tenants or tradespersons who present waste would be liable for such, and care must be taken not to make licence holders and agents responsible for those situations. Legal responsibility lies with the person who presents waste. Therefore, a new HMO condition which requires acceptable waste disposal practices on part of the HMO licence holder would impose a duty beyond the regulations concerning waste disposal. The Council would be at risk of legal challenge if the HMO standard conditions were amended or if an application was refused on that basis.
- 4.16 As an alternative, the Licensing Service will work with colleagues in the Street Enforcement team so that any issues relating to fly-tipping or abuse of residential waste facilities are properly identified and addressed. Guidance on appropriate waste disposal will also be included in any best practice guidance brought to Committee for approval. If Committee were to approve a best practice guide, a licence holder's compliance with such would form part of the consideration of their licence application, in relation to whether they are fit and proper.
- 4.17 In conclusion, a review of the current conditions of licence and HMO policy would be a significant piece of work. Given the operational demands upon the service and the need to introduce a short term let licensing system in the next financial year, there is limited capacity to undertake a review beyond the proposed measures set out above.

Review of Licence Application Fees

- 4.18 In August 2021, Committee agreed that a review of the current HMO application fee arrangements would take place, to consider whether any changes are required to reflect the current costs to the Council of dealing with an application. Committee is asked to note that officers are currently engaged with colleagues from other Council services to identify the impact of the existing fee structure and what impact any proposed changes may have. A report which will set out any findings of the review will be presented to the Committee following the local government election.

5. Next Steps

- 5.1 If agreed, officers will commence work on developing advice on areas of best practice for HMO licence holders and agents with the outcome being reported to Committee.

- 5.2 If agreed, officers will also bring a report back to Committee to set out the findings of a formal consultation on conditions HMO11 and HMO12.
- 5.3 Officers will continue work to review the existing HMO licence fee structure, with any outcomes being reported to Committee

6. Financial impact

- 6.1 At present there will be no financial impact to the Licensing Service, as the current HMO fee structure will remain unchanged.

7. Stakeholder/Community Impact

- 7.1 The Licensing Service will ensure that any change to the current HMO processes, guidance or conditions will be widely communicated to HMO licence holders and agents. This will be achieved by emailing all HMO licence holders and agents to notify them, as well as using the Licensing Service Twitter account to update those affected. Officers will also continue to meet with HMO agents to provide them with relevant updates and discuss any issues that may affect the trade.

8. Background reading/external references

- 8.1 [Housing \(Scotland\) Act 2006](#)
- 8.2 [Licensing of Houses in Multiple Occupation: Statutory Guidance for Scottish Local Authorities](#)

9. Appendices

- 9.1 Appendix 1 – Motion by Councillor Neil Ross – Raising HMO Standards
- 9.2 Appendix 2 – Standard HMO Licensing Conditions

Raising HMO Standards – Motion by Councillor Neil Ross

a) Deputation – Marchmont and Sciennes Community Council

A written deputation was presented on behalf of Marchmont and Sciennes Community Council.

The deputation raised concerns about the high percentage of student flats in the Marchmont and Sciennes area which were HMO's and in particular with complaints from residents over bad behaviour, noise and waste dumping. The deputation were in agreement with the proposal to raise the standards for HMO Licensing and hoped that there would be some positive and beneficial changes to the current situation.

b) Deputation – Southside Community Council

The deputation indicated that their main concerns were about the number of HMOs in any one stair at one time, the way in which properties were converted and maintained, the availability of contact details for property agents/owners and the proper factoring of properties. They suggested that a register for logging complaints be set up by the Council with the costs for this being covered within the licence fee for HMOs.

c) Motion by Councillor Neil Ross

The following motion by Councillor Neil Ross was submitted in terms of Standing Order 17, and verbally altered in terms of Standing Order 22.5:

“Council:

Notes there are a number of elements of HMO licensing where standards applying to landlords could be raised and best practice amongst letting agents could be encouraged, for example,

1) The issue of application notices to residents -

The regularity of complaints by neighbouring residents that the site notice relating to an HMO application is often not easily seen during the required period of 21 days suggests that residents would be better informed of HMO licence applications if they were given a copy of the site notice, either paper or electronic.

2) The issue of emergency contact details to residents –

Changes in the residents neighbouring HMO licenced properties over the three year period of a licence mean that the current requirement for landlords and agents to provide contact details, including 24/7 emergency contact details, to every occupier in the same building as the licence applicant's premises and any adjoining premises could be improved by making this an annual requirement.

3) The problem of fly tipping and/or abuse of residential waste facilities by contractors employed by landlords or agents –

The increasing use by the Council of enforcement action and the issue of fixed penalties to businesses and landlords found to have illegally dumped waste in the street or abused residential waste facilities suggests that a new HMO condition requiring adherence to acceptable waste disposal practices by landlords, and agents and sub-contractors acting on their behalf, might discourage this behaviour by contractors employed by landlords or agents. Therefore, requests a report to the Regulatory Committee in two cycles on ways to raise standards amongst landlords to improve the conditions of tenants, to provide clarity for neighbours and to encourage best practice amongst letting agents, in particular, to address the matters highlighted above but also other areas where improvements can be made either via changes to HMO conditions or the HMO application process or by other means, both compulsory and voluntary. The report should also outline how HMO conditions, standards and guidance might be updated to reflect legislative changes and should reference the current HMO Licensing context, where relevant.

Motion

To approve the motion by Councillor Neil Ross

Moved by Councillor Neil Ross, seconded by Councillor Osler

Amendment

To retain the opening sentence of the motion by Councillor Neil Ross up to “encouraged” and replace remainder as follows:

“And:

- 1) To note that the HMO licensing conditions displayed on the council website date from 2012, reflecting the last issue of statutory guidance from the Scottish Government, and that there had been significant change in legislation since then.
- 2) To recognise the breach of HMO conditions may give rise to criminal offence so conditions were framed in that light.
- 3) To recognise that raising standards among landlords and letting agents should have, as its primary purpose, the improvement of conditions for tenants; as well as better information for neighbours on matters such as notification of licence applications; regular communication of landlord and agent details; and mis-use of domestic waste by landlords, agents and contractors.
- 4) To therefore agree a report be submitted to Regulatory Committee in two cycles outlining how HMO conditions, standards and guidance might be updated to reflect legislative and good practice change; improvements for tenants; and greater clarity for neighbours.

Moved by Councillor Staniforth, seconded by Councillor Booth

In accordance with Standing Order 21(12), the amendment was adjusted and accepted as an amendment to the motion.

Decision

To approve the following adjusted motion by Councillor Neil Ross:

To note there were a number of elements of HMO licensing where standards applying to landlords could be raised and best practice amongst letting agents could be encouraged, for example,

1) The issue of application notices to residents -

The regularity of complaints by neighbouring residents that the site notice relating to an HMO application was often not easily seen during the required period of 21 days suggested that residents would be better informed of HMO licence applications if they were given a copy of the site notice, either paper or electronic.

2) The issue of emergency contact details to residents -

Changes in the residents neighbouring HMO licenced properties over the three year period of a licence meant that the current requirement for landlords and agents to provide contact details, including 24/7 emergency contact details, to every occupier in the same building as the licence applicant's premises and any adjoining premises could be improved by making this an annual requirement.

3) To recognise that raising standards among landlords and letting agents should have, as its primary purpose, the improvement of conditions for tenants; as well as better information for neighbours on matters such as notification of licence applications; regular communication of landlord and agent details; and mis-use of domestic waste by landlords, agents and contractors

4) The problem of fly tipping and/or abuse of residential waste facilities by contractors employed by landlords or agents –

The increasing use by the Council of enforcement action and the issue of fixed penalties to businesses and landlords found to have illegally dumped waste in the street or abused residential waste facilities suggested that a new HMO condition requiring adherence to acceptable waste disposal practices by landlords, and agents and sub-contractors acting on their behalf, might discourage this behaviour by contractors employed by landlords or agents. Therefore, to request a report to the Regulatory Committee in two cycles on ways to raise standards amongst landlords to improve the conditions of tenants, to provide clarity for neighbours and to encourage best practice amongst letting agents, in particular, to address the matters highlighted above but also other areas where improvements could be made either via changes to HMO conditions or the HMO application process or by other means, both compulsory and voluntary. The report should also outline how HMO conditions, standards and guidance might be updated to reflect legislative changes

Standard HMO Licensing Conditions

Housing (Scotland) Act 2006

Standard HMO Licensing Conditions – Adopted 9 March 2012

HMO1	The licence holder must take steps to ensure that the property, fittings and furniture, including fire precautions, plumbing, drainage, gas and electrical installations, are maintained throughout the period of the licence to the standard required. The HMO owner should have a system in place which provides for continuity of safety certification.
HMO2	The licence holder must ensure that advice to occupiers on action to be taken in the event of an emergency is clearly and prominently displayed within the living accommodation.
HMO3	The licence holder must ensure that the physical standards for HMO living accommodation assessed as suitable by the local authority when approving the licence application are met at all times.
HMO4	The licence holder must ensure that the number of persons residing in the premises shall not exceed [insert number] when operating as an HMO.
HMO5	The licence holder must make the Licence, including any conditions, available to occupiers, or prospective occupiers, within the premises where it can be conveniently read by residents.
HMO6	The licence holder must ensure that actions to secure repossession must be only by lawful means.
HMO7	The licenceholder must provide each tenant with a clear statement, in a form they can understand and keep for reference, of what is expected of them and what they can expect from the licenceholder. The agreement must accurately describe the subject of let, the start and end dates of the agreement, rent to be paid, period of written notification of intention to enter the property (which shall not be less than 24 hours), and where the agreement is in the form of a lease and the licence holder intends to retain a key for the property, the agreement will specify how the tenant will grant explicit permission for the key to be used.
HMO8	The licenceholder must act lawfully and reasonably in requiring any advanced payments, handling rents, returning deposits, and making deductions from deposits.
HMO9	The licenceholder must comply with all relevant legislation affecting private sector residential tenancies, including participation in any communal repairs and maintenance, as per the Tenements (Scotland) Act 2004.

HMO10	The licenceholder must manage the property in such a way as to seek to prevent and deal effectively with any anti-social behaviour by tenants to anyone else in the HMO and in the locality of the HMO.
HMO11	An emergency contact telephone number for the licenceholder and/or management shall be available and notified to the Council for 24-hour contact purposes for emergencies or antisocial behaviour from the property.
HMO12	The licenceholder shall give a neighbour notification to every occupier in the same building as the licenceholder's premises, and any adjoining premises within 28 days of the licence holder's receipt of the licence document. This will advise of the name of the licenceholder or managing agent, a contact address, day time telephone number and an emergency contact number.
HMO13	The use of the premises shall be as authorised from time to time by the City of Edinburgh Council in terms of the Building (Scotland) Act 2003.
HMO14	Adequate facilities must be provided for the storage and disposal of refuse, and recycling. The licenceholder shall make the tenants fully aware of their responsibilities.
HMO15	The licence holder must ensure that Liquefied Petroleum Gas (LPG) shall not be used or stored on the premises.
HMO16	The licence holder shall comply with the current regulations regarding maximum re-sale prices of gas and electricity supplied, as appropriate.
HMO17	Where the agreement between a tenant (or group of tenants) and the licence holder gives those tenants exclusive access to specified rooms in the premises, the licence holder should ensure those rooms are fitted with a lever latch and secured with a suitable lock and thumb turn mechanism or other appropriate locking mechanism.
HMO18	Any chimneys/flues that are in use must be maintained/cleaned annually or in accordance with the manufacturer's instructions, or, where the flue is covered by a Gas Safety Inspection, at a period determined by a Gas Safe registered engineer.

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Regulatory Committee

9.30am, Monday, 28 February 2022

Demand for Taxi Licences

Executive/routine Wards Council Commitments	Executive All
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1. Recommendations

- 1.1 Regulatory Committee is asked to:
- 1.1.1 Note the content of this report;
 - 1.1.2 Note that, on 8 March 2021, Committee agreed to maintain the limitation policy and to fix the number of available licences at 1,316;
 - 1.1.3 Note that no change is proposed to the limit of 1,316 on the number of taxis to be licensed in the city; and
 - 1.1.4 Agree that for new taxi vehicle licences:
 - 1.1.4.1 Applicants will be required to provide details of a compliant vehicle on the application form and pay the required fee;
 - 1.1.4.2 Applications will be processed and determined in the chronological order received; and
 - 1.1.4.3 Applications will be determined by officers, provided that there are no objections and that the granting of the licence would not increase the number of licences beyond the limit of 1,316.

Paul Lawrence

Executive Director of Place

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Demand for Taxi Licences

2. Executive Summary

- 2.1 Due to the impact of the economic disruption caused by the pandemic, the number of taxi licences currently issued in the city are now well below the agreed limit of 1,316. Taking into account this position, this report outlines proposals on how new taxi licence applications will be considered and determined in advance of grant or refusal of each application.

3. Background

- 3.1 The Council has a policy of limiting the number of taxi licences issued within the city, utilising the powers available under Section 10 (3) of the Civic Government (Scotland) Act 1982. These powers can only be used if the Council is satisfied that there is no 'significant unmet demand' for taxis. The Council is also required to keep this position under regular review.
- 3.2 A full demand survey is carried out every three years. In order to ensure that there are no significant changes in demand, Committee has previously agreed to commission consultants to review taxi demand at more frequent intervals. These interim surveys are generally carried out every six to eight months and provide Committee with data and analysis concerning 'any significant unmet demand' for taxis.
- 3.3 A full survey of demand was last conducted in 2017, with the results reported to Committee on [21 August 2017](#). On [16 March 2018](#), Committee agreed to maintain the limitation policy and to fix the number of available licences at 1,316. This was last reviewed as part of the interim survey of demand which was reported to Committee in [March 2021](#).
- 3.4 The next full demand survey was subject to a procurement exercise and an appointment has been made for this work to be carried out. Demand for both taxis and Private Hire Car (PHC) vehicles significantly dropped during the COVID-19 pandemic. The outcome of the survey will be reported to the Committee later in the year. The interim demand surveys have not taken place since 2020 due to the disruption to the market caused by the public health restrictions. It would be the

intention to procure fresh surveys after the full demand survey has been reported to the Committee.

- 3.5 On 17 October 1997, Committee adopted new procedures by allowing taxi licences which were held in the names of individual licence holders to be replaced by a new licence in the name of a partnership or limited company including the existing licence holder. The adoption of this process has created a situation in which members of the taxi trade buy and sell taxi businesses and, in effect, taxi licences ('plates'). It should be noted that, irrespective of the sale of a business, the plate remains the property of the Council and has no intrinsic value. A new owner of a business will be subject to the normal licence application process, including the 'vetting' of suitable applicants, with the risk of a potential refusal of an application. The limitation on taxi numbers has, in effect, created an artificial value of the plate.

4. Main report

- 4.1 The Council acts as Licensing Authority for the purpose of licensing taxis within the city. The Council has previously adopted a policy of limiting the number of taxi licences to be issued where there is no evidence of significant unmet demand. In the period since adopting that limit, all applications for taxi licences have been referred to the Licensing Sub-Committee for hearing and decision. This is because the granting of a new licence would normally have the impact of increasing the number of licences beyond the agreed limit in the policy and would, in effect, be an exemption to the policy.
- 4.2 As a result of COVID-19, there has been a downturn in business for both the taxi and the PHC trades. This has created financial hardship and, coupled with the aging demographic of many taxi licence holders, a number of licences have been surrendered or the licence holder has not renewed their licence. Separately, Committee will be aware that some owners have struggled to replace their vehicle with a vehicle compliant with the Council's age and emission policy and, consequently, some licences may have been surrendered as a result.
- 4.3 The limitation policy currently fixes the maximum number of available taxi licences at 1,316. A recent review by the Licensing Service indicated that there are currently only 1,276 taxi licences are granted and in effect. It is not proposed to make changes to the upper limit at this time. Council officers currently have delegated authority to grant vehicle licences where the limitation policy has not been exceeded and there is no objection. This would allow applications to be granted without the need for the applicant to attend committee unnecessarily. Licences would be granted, on application, until the limit is reached. Thereafter, any application would be referred to Committee to allow the applicant to make their case that they should be considered as an exemption to the limitation policy.
- 4.4 A second change to the current practice relates to the application and fee payable. When the number of licences in effect was at or close to the number limitation,

Committee previously modified the normal procedure for accepting applications. As there was a real risk that a new applicant would be refused due to the number limitation, applicants were not required to lodge an application fee or to have a vehicle available for examination at the time of application. Applications were referred to Committee, and if successful in obtaining a grant of a licence by Committee, a licence holder would be required to make payment and present a vehicle for examination within 28 days of the grant of the licence.

- 4.5 It is proposed that, given the drop in the number of licences granted, the current process for receiving and granting applications should be amended to require payment and details of the vehicle on the application form at the time of lodging. This would both streamline the processing system and bring this category of licences in line with all other licence types. It would also prevent licences from being granted without a vehicle in the hope that the licence will later have a value when the controlling interest in the business is sold. The following process will be followed:
- 4.5.1 Applications would be determined strictly in chronological order with respect to when they were received (i.e. first come first served) until the limit of 1,316 is achieved;
 - 4.5.2 On reaching the limit of 1,316, the process for dealing with new taxi vehicles would revert to the existing practice as set out at 4.4 above. Where two or more applications have been received on the same day, if granting both would take the number of licences granted beyond the 1,316 limit, they will be referred to Committee for determination;
 - 4.5.3 New applicants would be required to make payment at time of application;
 - 4.5.4 The applicant will be required to be in possession of a vehicle, and this must be detailed on the application form. Further, the vehicle must be made available for inspection, as requested by the TEC, prior to the licence being granted; and
 - 4.5.5 Any new vehicle presented for examination must meet the requirements of the Council's Age and Emissions policy for Taxi and PHC vehicles.
- 4.6 There are currently three pending applications for new taxi licences, one from a previous licence holder who failed to make an application to renew within the statutory time scale, and two from new applicants.
- 4.7 Additionally, Committee are asked to note that it has also been identified that a small number of licence holders appear to no longer own taxis but continue to retain a licence. Work is ongoing to identify these licence holders, as demonstrated by failure to present vehicles for examination. The Council is under a statutory duty to ensure that licences are only granted to vehicles that are suitable and safe. There is a separate duty on licence holders to return their licence and plates within 28 days if they no longer own the vehicle. It is therefore possible that the number of licences will further drop by a small number.

5. Next Steps

- 5.1 Demand surveys will continue to be used to assist the Licensing Sub-Committee to determine future applications for new taxi licences.
- 5.2 The Licensing Service will continue to work closely with the licensed hire car trade to ensure an understanding of the challenges faced.

6. Financial impact

- 6.1 None arising directly from this report. The Council's scale of fees for licensing applications was approved with effect from 1 April 2021. Any costs implementing policy changes will be contained within the current ring-fenced income generated from licence application fees.

7. Stakeholder/Community Impact

- 7.1 This regular monitoring is necessary to allow the Committee the option to maintain its policy of limiting the number of taxis.
- 7.1 No protected groups are affected.

8. Background reading/external references

- 8.1 [Restriction of Taxi Numbers in Edinburgh](#) report to City of Edinburgh Council on 23 August 2007
- 8.2 [Demand for Taxis: Six Monthly Update](#) report to Regulatory Committee on 8 March 2021

9. Appendices

- 9.1 None

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Regulatory Committee

9.30am, Monday 28 February 2022

Internal Audit: Overdue Findings and Key Performance Indicators as at 5 November 2021 – referral from the Governance, Risk and Best Value Committee

Executive/routine Executive
Wards
Council Commitments

1. For Decision/Action

- 1.1 The Governance, Risk and Best Value Committee has referred the attached report to the Regulatory Committee for ongoing scrutiny of relevant overdue management actions.

Stephen S. Moir
Executive Director of Corporate Services

Contact: Emily Traynor, Assistant Committee Officer
Legal and Assurance Division, Corporate Services
E-mail: emily.traynor@edinburgh.gov.uk

Referral Report

Internal Audit: Overdue Findings and Key Performance Indicators as at 5 November 2021 – referral from the Governance, Risk and Best Value Committee

2. Terms of Referral

- 2.1 On 14 December 2021, the Governance, Risk and Best Value Committee considered a report on the Internal Audit: Overdue Findings and Key Performance Indicators as at 5 November 2021. The report confirmed the three-month completion date extension agreed by the GRBV Committee in September 2021 had been applied to all open and overdue agreed management actions, with revised dates reflected.
- 2.2 The Governance, Risk and Best Value Committee agreed:
- 2.2.1 To note the status of the overdue Internal Audit findings as at 5 November 2021;
 - 2.2.2 To note that the three-month completion date extension agreed at the September 2021 Committee reflecting ongoing Covid-19 pressures across the Council had now been applied to all open and overdue agreed management actions;
 - 2.2.3 To note the status of IA Key Performance Indicators for audits that were either completed or in progress as at 5 November 2021;
 - 2.2.4 To refer the report to the relevant Council committees for ongoing scrutiny of their relevant overdue management actions;
 - 2.2.5 To refer the report to the Edinburgh Integration Joint Board Audit and Assurance Committee for information in relation to the current Health and Social Care Partnership position.
- 2.3 Following requests for clarification on the specific Internal Audit overdue findings that parent executive committees should focus on, an exercise has been completed that maps the findings included in this report to the specific committee based on their responsibilities detailed in the Council's committee terms of reference.
- 2.4 This exercise has identified an anomaly as there is currently no linear relationship between individual audit reports and committees, as it is possible for scrutiny of the actions in one Internal Audit report to be allocated across a number of Committees.

For example, a review of Planning or Licensing could potentially result in operational service delivery actions being allocated to the Planning Committee and/or Regulatory Committee, with actions that relate to the ICT arrangements that these teams use being allocated to the Finance and Resources Committee.

- 2.5 As part of preparations for the new Council following the May 2022 Local Government elections, we will complete further work on this area to determine whether there is a more effective way of ensuring a more linear allocation of responsibility for executive committee and oversight of overdue IA actions.
- 2.6 In the meantime, the information provided to each committee is based upon the allocation of agreed management actions in line with each committee's current terms of reference. A copy of the full report is also available online, with a link include in the background section of this referred report for reference.

3. Background Reading/ External References

- 3.1 [Minute of the Governance, Risk and Best Value Committee – 14 December 2021](#)
- 3.2 [Governance, Risk and Best Value Committee – 14 December 2021 webcast](#)
- 3.3 [Internal Audit: Overdue Findings and Key Performance Indicators as at 5 November 2021 – full report to GRBV Committee](#)

4. Appendices

Appendix 1 – report by the Chief Internal Auditor

Governance, Risk and Best Value Committee

10:00am, Tuesday, 14 December 2021

Internal Audit: Overdue Findings and Key Performance Indicators as at 5 November 2021

Item number

Executive/routine

Executive

Wards

Council Commitments

1. Recommendations

- 1.1 It is recommended that the Committee:
- 1.1.1 notes the status of the overdue Internal Audit (IA) findings as at 5 November 2021;
 - 1.1.2 notes that the three-month completion date extension agreed at the September 2021 Committee reflecting ongoing Covid-19 pressures across the Council has now been applied to all open and overdue agreed management actions;
 - 1.1.3 notes the status of IA Key Performance Indicators (KPIs) for audits that are either completed or in progress as at 5 November 2021;
 - 1.1.4 refers this paper to the relevant Council Executive committees for ongoing scrutiny of their relevant overdue management actions; and,
 - 1.1.5 refers this paper to the Edinburgh Integration Joint Board Audit and Assurance Committee for information in relation to the current Health and Social Care Partnership position.

Lesley Newdall

Chief Internal Auditor

Legal and Assurance Division, Corporate Services Directorate

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Internal Audit: Overdue Findings and Key Performance Indicators as at 5 November 2021

2. Executive Summary

- 2.1 The three-month completion date extension agreed at the September 2021 Committee has now been applied to all open and overdue agreed management actions, with revised dates reflected in this report.
- 2.2 The impact of the extension is that completion dates for all open management actions that were not currently overdue in October (when the extension was applied) were extended by three months, and all overdue findings had their revised completion dates extended by three months. These revised dates are reflected in Appendix 2.

Progress with Closure of Open and overdue Internal Audit findings

- 2.3 The overall progress status for closure of overdue IA findings is currently amber (stable with limited change) as at 5 November 2021, based on the average position across the last three months.
- 2.4 Increasing trends in the proportion of open IA findings that are overdue (KPI 3 in Appendix 1); the proportion of low rated overdue findings (KPI 7); and the proportion of findings that are between 90 – 180 days overdue are evident in the last month, together with a decrease in the number of overdue findings currently being reviewed by IA to determine whether they can be closed (KPI 4).
- 2.5 These increasing trends in the last month are partially offset by improvement in the proportion of IA findings that are between six months and one year overdue.
- 2.6 Whilst progress with implementation of agreed management actions has remained relatively stable across the last quarter, there has been an increase in the proportion of overdue management actions in the last month.
- 2.7 Positive progress with management actions where the latest date has been missed, or the date revised more than once in the last month, is mainly attributable to application of the three month completion date extension.
- 2.8 These outcomes confirm that further sustained focus is required on closure of overdue findings, particularly those more than one year, and between three and six

months overdue. It is also important to ensure that open findings that are not overdue are closed by their originally agreed implementation dates.

- 2.9 Further detail on the monthly trends in open and overdue findings is included at Appendix 1.

Current position as at 5 November 2021

- 2.10 A total of 108 open IA findings remain to be addressed across the Council as at 5 November 2021. This excludes open and overdue Internal Audit findings for the Edinburgh Integration Joint Board and the Lothian Pension Fund.
- 2.11 Of the 108 currently open IA findings:
- 2.11.1 a total of 53 (49%) are open, but not yet overdue;
 - 2.11.2 55 (51%) are currently reported as overdue as they have missed the final agreed implementation dates. This reflects a decrease of 2% in comparison to the August 2021 position (53%).
 - 2.11.3 69% of the overdue findings are more than six months overdue, reflecting a decrease of 9% in comparison to August 2021 (78%) with 16% aged between six months and one year, and 53% more than one year overdue.
 - 2.11.4 evidence in relation to 5 of the 55 overdue findings is currently being reviewed by IA to confirm that it is sufficient to support closure; and,
 - 2.11.5 50 overdue findings still require to be addressed.
- 2.12 The number of overdue management actions associated with open and overdue findings where completion dates have been revised more than once since July 2018 is 44, reflecting a decrease of 4 when compared to the August 2021 position (48). This excludes the two completion date extensions applied to reflect ongoing Covid-19 impacts across the Council.

Annual Plan Delivery and Key Performance Indicators

- 2.13 IA Key Performance Indicators (KPIs) to support effective delivery of the 2021/22 IA annual plan has confirmed that action is required to ensure that services are aware of the KPIs that apply to the audit process and engage proactively with IA to ensure that any potential impacts that could cause delays are identified and effectively managed.
- 2.14 The KPIs also highlight areas where IA has not achieved their reporting delivery timeframes.
- 2.15 Reasons for delayed IA annual plan delivery that underpin KPI outcomes were discussed at the November 2021 Committee.

3. Background

- 3.1 Overdue findings arising from IA reports are reported monthly to the Corporate Leadership Team (CLT) and quarterly to the GRBV Committee.
- 3.2 This report specifically excludes open and overdue findings that relate to the Edinburgh Integration Joint Board (EIJB) and the Lothian Pension Fund (LPF). These are reported separately to the EIJB Audit and Assurance Committee and the Pensions Audit Sub-Committee respectively.
- 3.3 Findings raised by IA in audit reports typically include more than one agreed management action to address the risks identified. IA methodology requires all agreed management actions to be closed in order to close the finding.
- 3.4 The IA definition of an overdue finding is any finding where all agreed management actions have not been evidenced as implemented by management and validated as closed by IA by the date agreed by management and IA and recorded in relevant IA reports.
- 3.5 The IA definition of an overdue management action is any agreed management action supporting an open IA finding that is either open or overdue, where the individual action has not been evidenced as implemented by management and validated as closed by IA by the agreed date.
- 3.6 Where management considers that actions are complete and sufficient evidence is available to support IA review and confirm closure, the action is marked as 'implemented' by management on the IA follow-up system. When IA has reviewed the evidence provided, the management action will either be 'closed' or will remain open and returned to the relevant owner with supporting rationale provided to explain what further evidence is required to enable closure.
- 3.7 A 'started' status recorded by management confirms that the agreed management action remains open and that implementation progress ongoing.
- 3.8 A 'pending' status recorded by management confirms that the agreed management action remains open with no implementation progress evident to date.
- 3.9 An operational dashboard has been designed to track progress against the key performance indicators included in the IA Journey Map and Key Performance Indicators document that was designed to monitor progress of both management and Internal Audit with delivery of the Internal Audit annual plan. The dashboard is provided monthly to the Corporate Leadership Team and quarterly to the Committee to highlight any significant delays that could potentially impact on delivery of the annual plan.

4. Main report

- 4.1 As at 5 November 2021, there are a total of 108 open IA findings across the Council with 55 findings (51%) now overdue.

4.2 The movement in open and overdue IA findings during the period 11 August to 5 November 2021 is as follows:

Analysis of changes between 11/08/2021 and 05/11/2021				
	Position at 11/08/21	Added	Closed	Position at 05/11/21
Open	96	20	8	108
Overdue	51	8	4	55

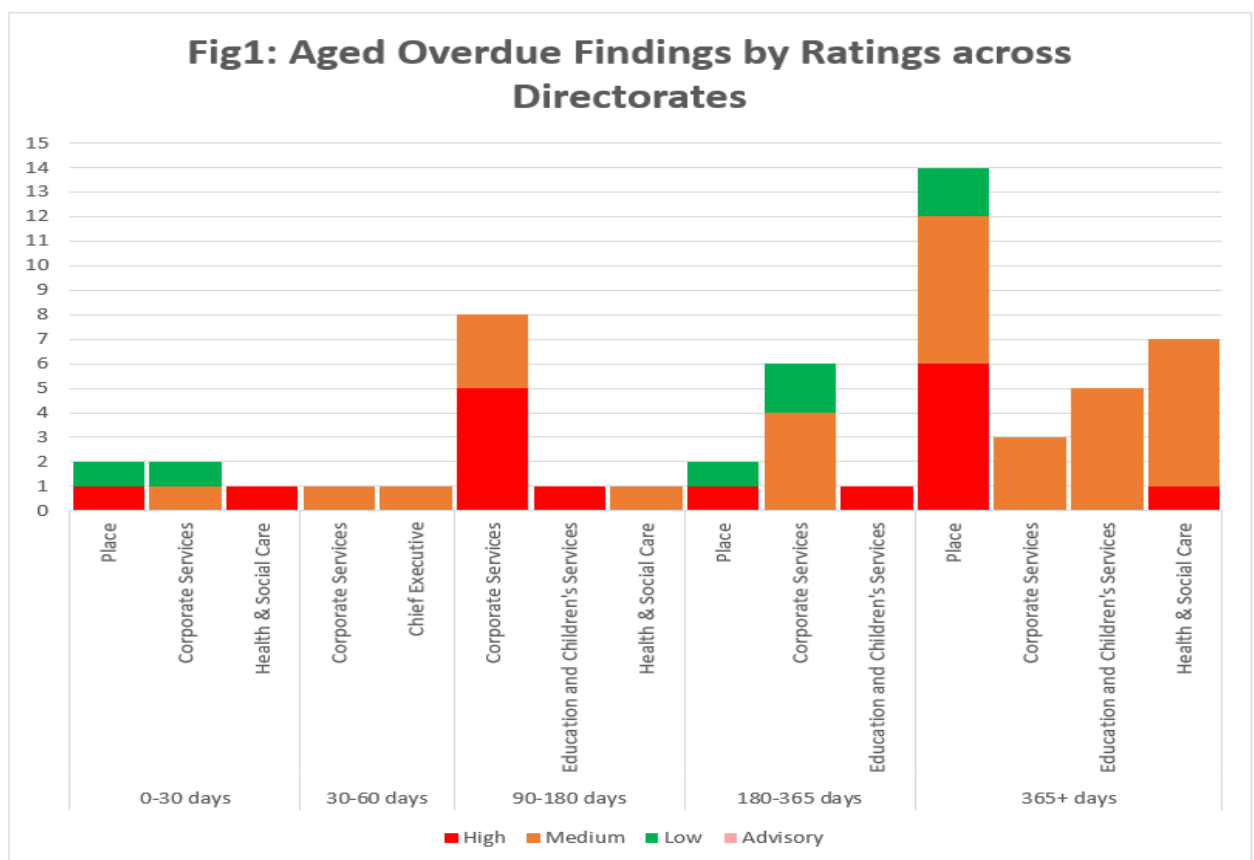
Overdue Findings

4.3 The 55 overdue findings comprise 17 High; 31 Medium; and 7 Low rated findings.

4.4 However, IA is currently reviewing evidence to support closure of 5 of these findings (2 High; 1 Medium; and 2 Low), leaving a balance of 50 overdue findings (15 High; 30 Medium; and 5 Low) still to be addressed.

Overdue findings ageing analysis

4.5 Figure 1 illustrates the ageing profile of all 55 overdue findings by rating across directorates as at 5 November 2021.



4.6 The analysis of the ageing of the 55 overdue findings outlined below highlights that Directorates made good progress last quarter with resolving findings less than three months and between six months and one year overdue, as the proportion of these findings has decreased. However, this is offset by an increase in the proportion of findings overdue between three and six months, and a consistent position with findings that are more than one year overdue.

- 7 (13%) are less than 3 months (90 days) overdue, in comparison to 18% as at August 2021;
- 10 (18%) are between 3 and 6 months (90 and 180 days) overdue, in comparison to 4% as at August 2021;
- 9 (16%) are between 6 months and one year (180 and 365 days) overdue, in comparison to 25% as at August 2021; and,
- 29 (53%) are more than one year overdue, which remains the same as the position reported in August 2021.

Management Actions Closed Based on Management's Risk Acceptance

4.7 During the period 11 August to 5 November 2021, the following management action has been closed on the basis that management has retrospectively accepted either the full or residual elements of the risks highlighted by IA in the original audit report.

4.7.1 Council Wide (all Directorates) First Line Project Governance – Project Management Skills Matrix (medium) - management has accepted the risks associated with not implementing and maintaining a centralised project management skills matrix to ensure that employees with appropriate project management skills and experience are allocated to projects, as this would require resource from both the Strategic Change and Delivery and Human Resources teams. Management has advised that this additional resource is not available, and that existing Strategic Change and Delivery team resources should continue to focus on continuing to support teams across the Council to deliver change.

Agreed Management Actions Analysis

4.8 The 108 open IA findings are supported by a total of 259 agreed management actions. Of these, 141 (54%) are overdue as the completion timeframe agreed with management when the report was finalised has not been achieved. This reflects a 2% decrease from the August 2021 position (56%).

4.9 Of the 141 overdue management actions, 28 have a status of 'implemented' and are currently with IA for review to confirm whether they can be closed, leaving a balance of 113 to be addressed.

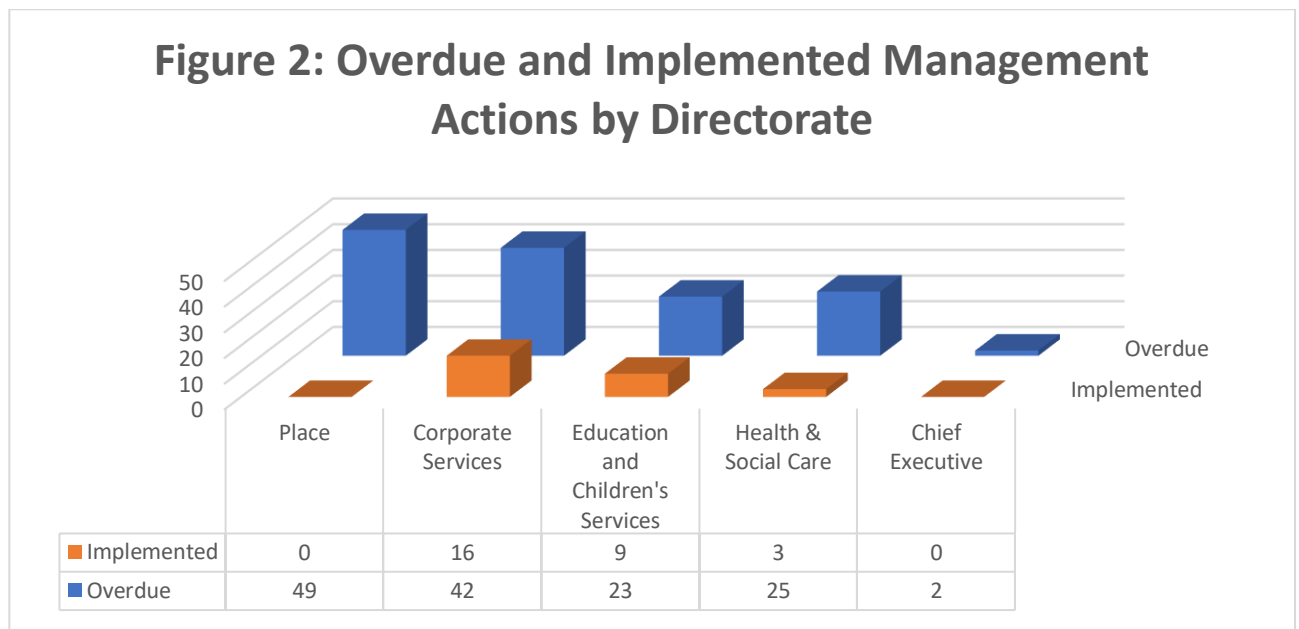
4.10 Appendix 2 provides an analysis of the 141 overdue management actions highlighting:

- their current status as at 5 November 2021 with:

- 28 implemented actions where management believe the action has been completed and it is now with IA for validation;
 - 101 started where the action is open, and implementation is ongoing; and
 - 12 pending where the action is open with no implementation progress evident to date.
- 34 instances (24%) where the latest implementation date has been missed; and
 - 44 instances (31%) where the implementation date has been revised more than once.

4.11 Appendix 2 has also been updated to reflect the relevant Executive Committees that should be responsible for ongoing scrutiny of the overdue management actions.

4.12 Figure 2 illustrates the allocation of the 141 overdue management actions across Directorates, and the 28 that have been passed to IA for review to confirm whether they can be closed.



4.13 IA has continued to achieve its established KPI for reviewing all implemented management actions within four weeks of the date they are proposed for closure by management.

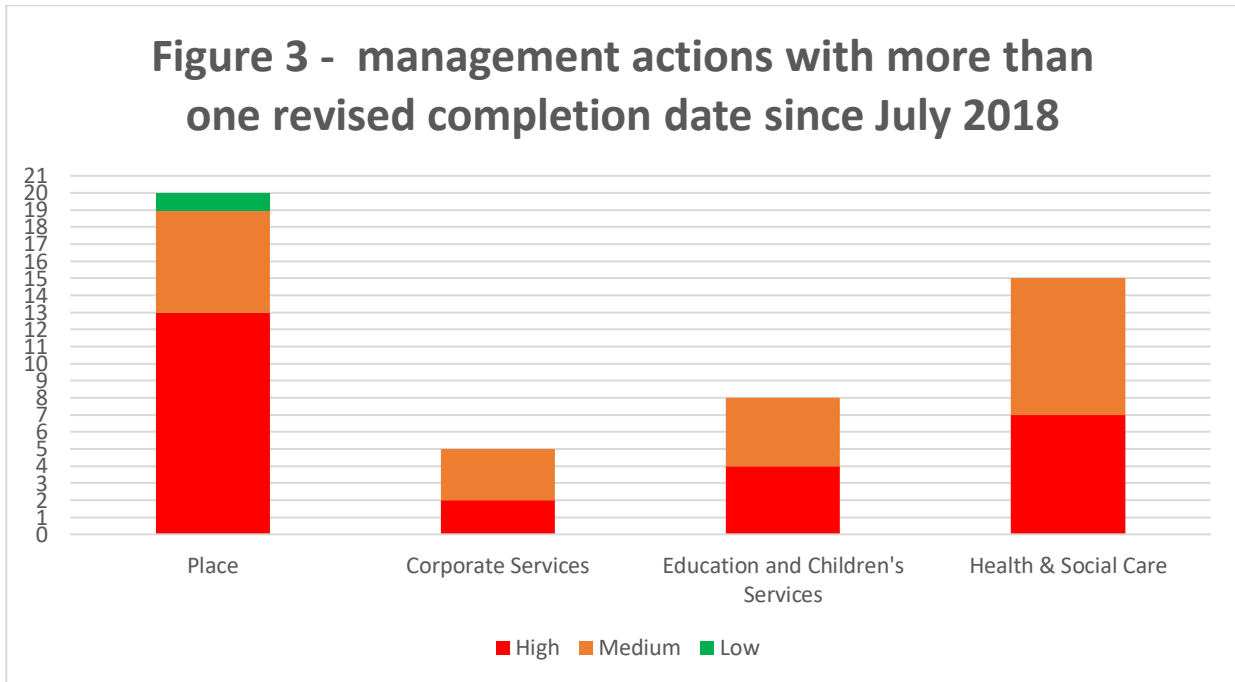
4.14 Where implementation dates longer than four weeks occur, these are supported by feedback to management requesting either additional evidence or a discussion to explain the context of the evidence provided. Where this is not provided by services within a further four weeks, the status of the action is reverted to 'started' until the further information requested is provided.

More Than One Revised Implementation Date

4.15 Figure 3 illustrates that there are currently 48 open management actions (including those that are overdue) across directorates where completion dates have been

revised between two and six times since July 2018. This number excludes the two automatic extensions applied by IA to reflect the impact of Covid-19.

- 4.16 This remains aligned with the position reported in August 2021 (48).
- 4.17 Of these 48 management actions, 26 are associated with High rated findings; 21 Medium; and 1 Low, with the majority of date revisions in the Place directorate.



Key Performance Themes Identified from the IA Dashboard

- 4.18 The IA key performance indicator dashboard has been reinstated for 2021/22 to support delivery of the annual plan by both services and the IA team; and prevent delays in completion of audits and finalisation of the IA annual opinion.
- 4.19 Reintroduction of the KPIs supported by monthly reporting to the Corporate Leadership Team and quarterly to the Committee will highlight any significant delays that could potentially impact on delivery of the annual plan, and is aligned with the requirements of both the motion and addendum agreed at Committee in August 2021 requesting that audits will be carried out in line with the timescales set out in the agreed audit plan.
- 4.20 Two audits that were included in the dashboard presented to the Committee in September (Health and Social Care Partnership: Management of Waiting Lists and Assessments; and Place: Active Travel) have been paused and carried forward into the 2022/23 IA annual plan following the rebase of the annual plan approved by the Committee in November 2021, and have now been removed from the dashboard.
- 4.21 The dashboard included at Appendix 3 reflects the current status for the 11 audits in progress where terms of reference detailing the scope of the planned reviews have been issued. This highlights that:

- 4.21.1 Services are consistently taking longer than the 5 day KPI for feedback on draft IA terms of reference, with feedback received within the 5 days for only 2 audits.
- 4.21.2 Executive Directors are generally providing feedback on draft terms of reference within the agreed 5 day response times. Delays are mainly attributable to Council wide audits where responses are not consistently received from all Executive Directors.
- 4.21.3 Internal Audit reporting delays for the Planning and Performance Framework and Health and Safety audits were highlighted in the report presented to Committee in September, and has experienced a further delay with preparing and issuing the Parking and Traffic Regulations audit report. This was mainly attributable to the timing of annual leave.
- 4.21.4 There have also been significant delays with receipt and finalisation of management responses for the Implementation of Asbestos Recommendations and Parking and Traffic Regulations audits, and a delay in finalising Executive Director approval of the Planning and Performance Framework report.

5. Next Steps

- 5.1 IA will continue to monitor the open and overdue findings position and delivery against key performance indicators, providing monthly updates to the CLT and quarterly updates to the GRBV Committee.

6. Financial impact

- 6.1 There are no direct financial impacts arising from this report, although failure to close findings and address the associated risks in a timely manner may have some inherent financial impact.

7. Stakeholder/Community Impact

- 7.1 If agreed management actions supporting closure of Internal Audit findings are not implemented, the Council will be exposed to the service delivery risks set out in the relevant Internal Audit reports. Internal Audit findings are raised as a result of control gaps or deficiencies identified during reviews therefore overdue items inherently impact upon effective risk management, compliance and governance.

8. Background reading/external references

- 8.1 [Internal Audit Overdue Findings and Key Performance Indicators as at 11 August 2021 – Paper 8.1](#)
- 8.2 [Capacity to Deliver the 2021/22 IA Annual Plan – Paper 8.3](#)

8.3 [Internal Audit Journey Map and Key Performance Indicators - Paper 7.6 Appendix 3](#)

9. Appendices

- 9.1 Appendix 1 – Monthly Trend Analysis of IA Overdue Findings and Management Actions
- 9.2 Appendix 2 – Internal Audit Overdue Management Actions as at 5 November 2021
- 9.3 Appendix 3 – Internal Audit Key Performance Indicators as at 5 November 2021

Appendix 1 - Monthly Trend Analysis of IA Overdue Findings and Management Actions

Stable with limited change

As at 5 November 2021

Key Performance Indicator (KPI)	11/06/2021		07/07/2021		11/08/2021		23/09/2021		05/11/2021		Trend	
IA Findings												
1 Open findings	89	100%	85	100%	96	100%	113	100%	108	100%	Not applicable	
2 Not yet due	34	38%	32	38%	45	47%	64	57%	53	49%	Not applicable	
3 Overdue findings	55	62%	53	62%	51	53%	49	43%	55	51%		
4 Overdue - IA reviewing	12	22%	8	15%	3	6%	9	18%	5	9%		
5 High Overdue	18	33%	18	34%	17	33%	16	33%	17	31%		
6 Medium Overdue	30	55%	29	55%	28	55%	29	59%	31	56%		
7 Low Overdue	7	13%	6	11%	6	12%	4	8%	7	13%		
8 <90 days overdue	7	13%	9	17%	9	18%	6	12%	7	13%		
9 90-180 days overdue	8	15%	3	6%	2	4%	6	12%	10	18%		
10 180-365 days overdue	10	18%	15	28%	13	25%	11	22%	9	16%		
11 >365 days overdue	30	55%	26	49%	27	53%	26	53%	29	53%		
Management Actions												
12 Open actions	236	100%	218	100%	233	100%	277	100%	259	100%	Not applicable	
13 Not yet due	96	41%	83	38%	103	44%	154	56%	118	46%	Not applicable	
14 Overdue actions	140	59%	135	62%	130	56%	123	44%	141	54%		
15 Overdue - IA reviewing	40	29%	28	21%	17	13%	35	28%	28	20%		
16 Latest date missed	77	55%	43	32%	70	54%	52	42%	34	24%		
17 Date revised > once	60	43%	51	38%	48	37%	46	37%	44	31%		

Trend Analysis - key



Adverse trend - action required

Stable with limited change

Positive trend with progress evident

No trend analysis is performed on open findings and findings not yet due as these numbers will naturally increase when new IA reports are finalised.

Appendix 2 - Internal Audit Overdue Management Actions as at 5 November 2021

Glossary of Terms

1. Executive Committee – This is the relevant Executive Committee that should have oversight of completion of agreed management actions
2. Project Name – This is the name of the audit report.
3. Issue Type – This is the priority of the audit finding, categorised as Critical; High; Medium; or Low
3. Issue Title - this is the title of the issue in the Original IA Report
4. Owner – The Executive Director responsible for implementation of the action.
5. Recommendation Title - this is the title of the recommendation in the original IA report
6. Agreed Management action – This is the action agreed between Internal Audit and Management to address the finding.
7. Status – This is the current status of the management action. These are categorised as:
 - Pending (the action is open and there has been no progress towards implementation),
 - Started (the action is open, and work is ongoing to implement the management action), and
 - **Implemented** (the service area believes the action has been Implemented and this is with Internal Audit for validation).
8. Estimated date – the original agreed implementation date.
9. Revised date – the current revised date. **Red** formatting in the dates field indicates the last revised date is overdue.
10. Number of revisions – the number of times the date has been revised since July 2018.
11. **Amber** formatting in the dates field indicates the date has been revised more than once.
12. Contributor – Officers involved in implementation of an agreed management action.

Executive Committee	Project Name	Issue Type	Issue Title	Owner	Recommendation Title	Agreed Management Action	Status	Estimated Implement Date	No of Revisions	Revised Implement Date	Contributors
Regulatory Committee	HMO Licensing	High	PL1803 Issue 1 Licensing system - Data Integrity and Performance Issues	Paul Lawrence, Executive Director of Place	PL1803 Issue 1.2 Escalation of system issues	The Place Directorate has previously reported on operational performance issues to the Regulatory Committee in 2018. The Place Directorate will include a full assessment of system issues with APP within a wider performance report due to be submitted to Regulatory Committee in the last quarter of 2019/20. This report will include an update on proposed project plan for APP.	Started	31/03/20	1	30/06/21	Alison Coburn Andrew Mitchell David Givan George Gaunt Grace McCabe Isla Burton Matthew MacArthur Peter Watton Ross Murray
Regulatory Committee	HMO Licensing	High	PL1803 Issue 2 - Collection and processing of HMO licence fees	Paul Lawrence, Executive Director of Place	PL1803 Issue 2.1 BACs payment reference	It should be noted that measure are in place to ensure that no application is progressed without the required fee being reconciled. This reflects the statutory process and the need to ensure that the Council treats applications for a renewal lawfully unless the reconciliation process can evidence a payment has not been made. There is no evidence from directorate monitoring the level of income from HMOs licence applications which would demonstrate that fees are not being collected. Any unmatched fee not identified will in effect contribute to the Council's general revenue account and therefore there is no financial loss to the Council. The Internal Audit recommendation outlined above is not accepted as it not believed to be achievable. Therefore Licencing; Customer; and Finance will investigate potential solutions re the BACS issue, (including any potential scope for a technology solution) to address this risk. These options will be reviewed with Internal Audit and a longer term solution identified and implemented. It has been agreed with Internal Audit that (once the solution has been identified) another audit finding will be raised that will monitor implementation of the solution to confirm that it is operating effectively. In the meantime, a statement will be added to the Licencing pages on the Council's external website and application forms advising customers of what reference must be used to successfully make a BACs payment.	Started	30/03/20	1	05/01/21	Alison Coburn Andrew Mitchell David Givan George Gaunt Grace McCabe Isla Burton Matthew MacArthur Peter Watton Ross Murray
Regulatory Committee	HMO Licensing	Medium	PL1803 Issue 3 - Operational Performance and Reporting	Paul Lawrence, Executive Director of Place	PL1803 Issue 3.6 HMO Key Performance Indicators and Performance Reporting	The Regulatory Committee were previously advised that HMO performance data would be excluded whilst the Licencing introduced the significant change of moving towards a three-year licensing system. Performance reports therefore only included Civic and Taxi data in the period 2015-2018. Licencing will be reporting to Regulatory Committee on the first cycle of three-year licencing for HMO's prior to the setting of Licencing Fees for 2020/21 in early 2020. The Directorate will include within that report relevant performance data and make recommendations for approval for performance targets ongoing performance targets.	Started	31/01/20	0	01/09/20	Alison Coburn Andrew Mitchell David Givan George Gaunt Grace McCabe Isla Burton Matthew MacArthur Peter Watton Ross Murray
Regulatory Committee	Payments and Charges	Medium	CW1803 Payments and Charges Issue 4: Processing and recording Licensing Fees	Paul Lawrence, Executive Director of Place	CW1803 Rec. 4.1 - Procedures supporting processing and recording licencing fees	The Licensing Service processes approximately 21,000 applications per annum and the Internal Audit sample reviewed represents approximately 1% of the overall number of applications. Internal procedures will be reviewed to ensure that they adequately cover the issues raised and all staff will receive refresher training to reinforce the importance of consistent application of the procedures. Longer term upgrades to the APP Civica Licensing system should also offer enhanced capability with mandatory sections for each licence type processed.	Started	20/12/19	0	01/08/20	Alison Coburn Andrew Mitchell David Givan Gavin Brown George Gaunt Matthew MacArthur Nicky Brown Peter Watton

Executive Committee	Project Name	Issue Type	Issue Title	Owner	Recommendation Title	Agreed Management Action	Status	Estimated Implement Date	No of Revisions	Revised Implement Date	Contributors
Regulatory Committee	Payments and Charges	Medium	CW1803 Payments and Charges Issue 5: Processing and recording of Parking Permit fees	Stephen Moir, Executive Director, Corporate Services	CW1803 Rec. 5.4 - NSL income reconciliation	The recommendation is accepted. Financial reconciliations between the systems have commenced reinstatement. Work is underway to build a management information suite which will augment the control attributes of the reconciliation as a standalone mechanism.	Implemented	28/02/20	3	30/09/21	Annette Smith Dougie Linton Gavin Graham Hugh Dunn John Connarty Layla Smith Michelle Vanhegan Susan Hamilton
Regulatory Committee	Registration and Bereavement Services	Low	PL2003 Issue 3: Registration and Bereavement Services Risks	Paul Lawrence, Executive Director of Place	PL2003 Recommendation 3.1: Recording and monitoring risks within risk registers	Risks associated with this audit will be recorded within service risk registers and where required will be escalated to the Place Management divisional risk register.	Pending	31/10/21	0	31/01/22	Alison Coburn Gareth Barwell Matthew MacArthur Robbie Beattie Ross Murray

Appendix 3 - Internal Audit Key Performance Indicators as at 5 November 2021

Directorate	Department	Review	Audit Status	Terms of Ref	Terms of Ref	Close out	Report		Mgt Resps	Final Draft	Director	Final Report	Team Central	Comments
				Service Resps <=5 days post	Director Resps <=5 days post	<=5days after fieldwork complete	Issued by IA <=10 days post close	W/Shop <=5 days after report issued	Agreed <=5days post w//sho	to Directors <=5 days post Mgt	Approval <= 3 days from	issued by IA <= 5 days post Director	Updated by IA <=5 days of final report	
Corporate Services	Legal and Assurance	Elections in Covid Environment - design review	Complete	3	2	1	10	N/A	N/A	2	1	1	7	Final report issued to AK 31.5.21 Draft report comments requested by 21/05
Corporate Services	Human Resources	Scottish Local Govt Living Wage - design review	Complete	17	1	8	9	4	1	1	2	5	N/A	Final report issued on 28.10.21. Survey issued on 29.10.21.
Corporate Services	Human Resources	Employee Lifecycle and Data Management	Reporting	13	2	0	0	0	0	0	0	0	0	Fieldwork now complete. Waiting for responses from HR on fieldwork outcomes prior to drafting report.
Corporate Services	Strategic Change and Delivery	Planning and Performance Framework design review	Reporting	26	2	3	35	15	13	9	0	0	0	Report issued to Exec Director on 24th September; awaiting responses.
Council Wide	CHS; P&FM; HPS	Health and Safety - Implementation of asbestos recommendations	Reporting	6	6	34	17	4	0	0	0	0	0	Management responses were due 3 November - not all have been received.
Council Wide	Council Wide	Fraud and Serious Organised Gavin	Fieldwork	74	64	0	0	0	0	0	0	0	0	Draft Tor to Executive Directors 06.09.21, final responses received (Place) 20.10.21. No responses received from some services.
Council Wide	N/A	Implementation of Whistleblowing and Child Protection Recommendations	Fieldwork	7	4	0	0	0	0	0	0	0	0	Fieldwork in progress
Educ & Child Servs	Criminal Justice	Criminal Justice	Fieldwork	12	1	0	0	0	0	0	0	0	0	Fieldwork will commence 8/11/21 ToR updated to reflect Covid-19 and issued 21/9 - Key contact on leave until 4/10 so due back 8/10
Place	Place Mgt, Transport	Parking and Traffic Regulations	Reporting	4	2	3	24	2	0	0	0	0	0	Ongoing discusson re management responses since 18/10/21. Delay in issuing report was due to annual leave in service which delayed confirmation of factual accuracy of findings.
Corporate Services	Digital Services	Digital and Smart Cities Strategy	Fieldwork	49	4	0	0	0	0	0	0	0	0	Fieldwork in progress and ongoing engagement with Executive Director re terms of reference.
Corporate Services	Customer	Council Tax and Business Rates	Fieldwork	7	5	0	0	0	0	0	0	0	0	Fieldwork delayed due to time required to extract data from source systems to support data analytics work.

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