

Moray Council

Internal Audit Section

BODY: Health & Social Care Moray

SUBJECT: Disabled Parking Permit Scheme

REPORT REF: 24'010

Follow Up Audit Review

Risk Ratings for Recommendations					
High	Key controls absent, not being operated as designed or could be improved. Urgent attention required.	Medium	Less critically important controls absent, not being operated as designed or could be improved.	Low	Lower level controls absent, not being operated as designed or could be improved.
No.	Audit Recommendation	Priority	Accepted (Yes/ No)	Date of Completion	Status / Explanation
Key Control: Effective management controls operate to ensure the delivery of the Disabled Parking Permits System is in accordance with Transport Scotland guidelines.					
5.01	The Blue Badge Scheme Policy should be reviewed and updated. This should include reference to responsibility for investigating misuse and arrangements if required to cancel a service users' blue badge.	Medium	Yes	31/03/2024	Implemented- The Blue Badge Scheme Policy has been updated to include procedures for investigating allegations of misuse of blue badges.

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No.	Audit Recommendation	Priority	Accepted (Yes/ No)	Date of Completion	Status / Explanation
5.02	All service users identified that have received a blue badge in 2020 a 2021 but not billed should be invoiced as a matter of priority.	High	Yes	31/01/2024	Implemented- The Service has reviewed and invoiced all service users who received a blue badge in 2020/21 but had not been billed. It was noted that this required 1424 invoices to be issued, with a total value of £28,480.
5.03	In accordance with Financial Regulations, service users should be invoiced within one month of receiving a blue badge. An action plan should also be agreed to resolve any backlog of blue badges issued to applicants who have yet to be invoiced.	Medium	Yes	31/08/2023	Implemented- Audit testing of recent applications has found that service users receiving a blue badge are invoiced in accordance with Financial Regulations. In addition, it was also confirmed that the backlog of blue badges issued to applicants but not invoiced has been resolved.
	The audit review noted that the fee for a blue badge is payable on application in some Local Authorities. Consideration should	Low	Yes	31/12/2023	Implemented – It was noted that a working group was established to investigate the possibility of changing the current invoicing procedures to request payment for a blue

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	be given to investigating the option for an individual to pay the charge for a blue badge on completion of the application form.				badge within the application process. Further to this review, the Head of Service has decided to require individuals to pay the charge for a blue badge upon completion of the application form. The Service has advised these new arrangements will be implemented by 30 September 2024.	
5.04	All sensitive personal data held within the Community Care Finance Office should be stored securely with access restricted to only authorised officers.	High	Yes	31/08/2023	Implemented- All sensitive personal data are now being stored securely and access is restricted to authorised officers only.	