

Actions to Address Areas for Improvement

Area for Improvement	Action(s)	Target Date(s)
Awareness of Internal Audit Services	1. New dates for sessions on Internal Audit (part of the 'Complete Medway manager' series) to be arranged with Workforce development.	31 August 2025
	2. Discussion to take place with Workforce Development about survey suggestion of a session on internal audit at a Service Managers meeting.	31 August 2025
	3. Discussions to take place with internal communications team in relation to raising the profile of internal audit.	30 September 2025
Awareness of Internal Audit Charter	4. Charter to be distributed to Service Managers via email and Teams channel with a request to share with operational managers.	31 July 2025
	5. Copy of charter to be added to updated internal audit intranet page.	31 August 2025
Awareness of Counter Fraud & Corruption Strategy	6. Strategy currently being updated to reflect legislative changes. Once approved, this will be shared with all staff via Metacompliance.	30 November 2025
Awareness of Counter Fraud Services	7. New dates for sessions on Counter Fraud (part of the 'Complete Medway manager' series) to be arranged with Workforce development.	31 August 2025
	8. Discussions to take place with internal communications team in relation to raising the profile of counter fraud and sharing successes.	30 September 2025
Fraud Awareness	9. Liaise with workforce development to further promote existing awareness sessions available via iShare.	31 August 2025
	10. Explore Digital awareness solutions for staff fraud awareness training to increase reach. (Target date for exploration of available solutions and business case)	31 October 2025
Referral Feedback	11. Feedback to be provided on all referrals, including responses to those referring cases that are passed to DWP for investigation.	Immediately
Communications about counter fraud activity	12. Summary of counter fraud activity for 2024-25 to be prepared and passed to internal communications team.	30 September 2025