

Oadby & Wigston Borough Council

Internal Audit Progress Report

January 2017



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internal audit services

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1. Introduction

This report summarises the work of Internal Audit for the period to mid-January 2017. The purpose of the report is to update the Committee on progress made in delivering the 2016/17 audit plan, completion of delayed and deferred audits from the 2015/16 audit plan, and to update in relation to management's implementation of internal audit recommendations.

2. Progress summary

The agreed internal audit plan for the 2016/17 year totals 260 days. Section 5 provides details of all of the audit assignments included in the 2016/17 year, together with details of the point in the year at which each assignment is currently planned for delivery and an update on the current position. We are also discussing with management potential internal audit support and assurance regarding corporate Change Management projects and may propose amending the internal audit plan to facilitate this important work.

3. Reviews completed

The following reviews have been completed and final reports agreed with management since the last full Internal Audit progress report (November 2016 meeting):

Review	Status	Level of assurance
2015/16 Housing Register and Housing Allocations	Final report issued	Significant
2016/17 Treasury Management	Final report issued	Full
2016/17 Council Tax	Final report issued	Significant
2016/17 Housing Benefits & Council Tax Support	Final report issued	Significant

Review	Status	Level of assurance
2016/17 Business Rates	Final report issued	Significant
2016/17 Income Management and Cash Receipting	Final report issued	Full

For the Committee's information, we can also update on the remaining 2015/16 audits as follows:

Legal Compliance – this review, started in September, is in progress and we would expect a report to be agreed before the next meeting of this Committee.

Community Safety/Anti-social Behaviour – a draft report is under discussion and we expect that a final management briefing report will be agreed before the next meeting of this Committee.

At the request of the Committee at its February 2014 meeting, and as subsequently agreed with the Chair of this Committee, to ensure members are provided with further detail only on issues which may warrant their concern, we only report specific findings, recommendations and agreed actions arising from our finalised audits where these relate to matters we deemed to be high risk/priority. The following such issues were reported in relation to the above finalised audits.

Housing Register & Allocations

We noted a need to ensure that details for all current applicants on the Housing Register should be reviewed to ensure that the details and allocated bandings held on the Housing Register are correct. Management noted the current process for rolling annual review and proposed that the process will be amended by 28/2/17 to incorporate the Customer Services officers considering, based on responses received, whether a review of the existing banding decision is required and if so, to refer to the Housing Options Team for a full review of the banding.

We also highlighted that cover arrangements should be put in place so that another officer can undertake the Housing Services Manager's duties if he is unavailable, in relation to specific tasks regarding choice based lettings. Management advised of plans to address this matter by 1/4/17.

4. Recommendation tracking

We provide a system for tracking the actioning of agreed Internal Audit recommendations, as a management assurance tool for the Council and specifically this Committee. Managers are responsible for updating actions taken and other key information directly on the system. The first table below represents the status of agreed actions due to be implemented by 31/12/16, the second table the age of the outstanding recommendations (based on the original date due for implementation). The status shown is as advised by the relevant manager/Head of Service and does not imply that Internal Audit has verified the status.

Summary	1 Critical	2 High	3 Medium	4 Low	Total
Due by 31/12/16	-	37	233	71	341
Implemented	-	29	202	66	297
Closed (e.g. superseded or system changed)	-	-	6	2	8
Still to be completed	-	8	25	3	36

Time overdue for actions o/s or not complete	1 Critical	2 High	3 Medium	4 Low	Total
Less than 3 months	-	-	4	-	4
3 – 6 months	-	1	1	-	2
Greater than 6 months	-	7	20	3	30
Total	-	8	25	3	36

As previously requested we provide below details of all outstanding 'high risk' issues, and 'medium risk' issues outstanding for more than 6 months.

'High Risk' outstanding issues

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
13/14 Health & Safety	<p><u>Policies and Procedures</u></p> <p>The Council should approve and make available to members and staff all required health and safety policies and procedures as a matter of urgency taking into account the impact of recruiting a new officer. During the recruitment process consideration should be given to setting up a temporary officer contact for providing members and staff with</p>	2	<p><u>Audit Conclusion - Work in progress</u></p> <p>The Health and Safety Officer appointed in December 2015, informed all staff members of his role by email in January 2016 in creating and implementing health and safety policies and procedures in accordance with the latest legislation</p> <p>Members will be informed of his role and health and safety issues relating to them at a Health and Safety / Equalities briefing being planned for 26 April 2016.</p> <p>He has revised the Health and Safety Policy and this will be submitted for approval at the Policy, Finance and Development Committee on the 29 March 2016.</p>

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
	<p>guidance and assistance on health and safety issues affecting them at the Council.</p>		<p>This document will then be made available to all officers and members as soon as practicable either in hard copy or through the intranet.</p> <p>The Lone Working Policy is currently being worked on by the Welfare and Taxation Manager (who is leading on this) and input will be obtained from other service areas in the council to which this policy is particularly pertinent eg Housing and Environment Control.</p> <p>The Fire Safety Policy will be revised after a Fire Safety Evacuation Procedure is completed. The Interim Manager of Corporate Services confirmed that the Council commissioned an external expert to produce a fire risk assessment on Bushloe House. There were no 'red' alerts (serious faults). The findings will inform the areas of the fire safety procedure and policy review.</p> <p>These documents will be completed by the end of May 2016.</p> <p>The Health and Safety Policy makes reference to a number of areas (eg working at heights) where the assessed risk will be prioritised to allow for the drafting of related local procedures which will be added as appendices to the policy. There are currently 12 appendices to the original policy. It is envisaged that this exercise could take up to two years to complete.</p> <p>Paul Evans Health & Safety Officer Various implementation dates as stated above.</p> <p>Update from Karen Pollard 14/10/16: The Health and safety Policy is</p>

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
			<p>renewed annually. The Policy has been redrafted and is in two formats. A brief version for staff who just need to understand the basics. A fuller version for those officers who have a greater involvement in H & S.</p> <p>Update from Karen Pollard 19/1/17: The Policy is on target to go to committee. The Health and Safety Officer is trying to move the date of the report so that it can include data from the whole of the financial year. Reporting could be in March 2017. Rescheduled to 31/3/17</p>
13/14 Health & Safety	<p><u>Training & awareness</u></p> <p>It should be ensured that a documented training needs assessment for all members and staff which corresponds to their roles and responsibilities is produced as a matter of urgency in order that appropriate training can be identified and linked with current training arrangements to ensure that appropriate health and safety training is provided to all staff and members who need it in a timely manner.</p>	2	<p>Audit Conclusion - Work in progress</p> <p>Members will be informed of safety issues relating to them at a Health and Safety / Equalities briefing being planned for 26 April 2016. A detailed assessment of staff training needs will be compiled following staff appraisals planned for May 2016, and this will include Health and Safety awareness training which was last carried out for all staff in 2013 but in the meantime the following has been implemented:</p> <ul style="list-style-type: none"> • A programme of training has been implemented within the last six months, consisting of: <ul style="list-style-type: none"> ○ First Aid at Work Training ○ Fire Awareness for potential Fire Wardens ○ Manual Handling – for relevant staff ○ Sharps training – for relevant staff • Fire Warden training was carried out for a number of volunteer staff in September 2015. • First Aid at Work training was carried out in October 2015 for Customer Services staff and also refresher training in January 2016.

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
			<ul style="list-style-type: none"> A revised health and safety induction programme has been introduced in February 2016. Display Screen Assessments have commenced in a number of service areas. <p>Paul Evans Health & Safety Officer Ongoing</p> <p>Update from Karen Pollard 14/10/16: Members have been trained in April 2016. Staff training is due before the end of the financial year.</p> <p>Update from Karen Pollard 19/1/17: Training for staff is scheduled to take place over the next six months. Training will be delivered at the depot first as this group of employees have the highest priority.</p>
13/14 Health & Safety	<p><u>Risk assessments</u></p> <p>It should be ensured that health and safety risk assessments are accurately completed for all areas of the Council as a matter of urgency and the results are used to inform relevant safety action plans and risk registers.</p>	2	<p><u>Audit Conclusion - Work in progress</u></p> <p>Risk Assessments for two high risk Council areas, the Depot and Brocks Hill were carried out around mid 2015 and will require re-assessing later this year.</p> <p>Details of these are on the Council's F Drive.</p> <p>Other potential high risk areas are being identified for direct risk assessments by the H&S Officer eg the Customer Services Centre on Bell Street. A risk assessment was carried out for staff and customer safety. As a result of that, CCTV is being installed as a deterrent and to keep the environment safe.</p> <p>These assessments used to inform safety action plans and or risk</p>

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
			<p>registers. This is an ongoing process.</p> <p>An in-house programme of risk assessment training by the Health & Safety Office for line managers and supervisors will be implemented in 2016/2017 in order for risks to be identified and mitigated with the correct control measures.</p> <p>Paul Evans Health & Safety Officer Ongoing</p> <p>Update from Karen Pollard 14/10/16: All risk assessments are in place and are renewed annually or when there has been a change. The H & S Officer is working to carry out our own internal audits so we can be sure that all the identified tasks have been done.</p> <p>Update from Karen Pollard 19/1/17: Risk assessments are on going work. The Health and Safety Officer is working through them in priority order. Rescheduled to 31/3/17</p>
14/15 Street Cleansing & Grounds Maintenance	<p><u>Key Service Risks</u></p> <p>It should be ensured that all the risk assessments identified by Audit and/or due for review are reviewed in a timely manner. Additionally new risks to the service should be identified and assessed. Based on the evaluated risks rating undertaken as</p>	2	<p>See Response provided for Health and Safety - Risk Assessments above.</p> <p>The proposed implementation date has been amended to 31/3/17 by the service.</p>

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
	part of these risk assessments (reviews and additionally identified risks), key service risks should be identified and included in a Risk Register which should then be kept under constant review.		
15/16 Budgetary Control/MTFS	<p><u>Budget Holder Training</u></p> <p>Going forwards It should be ensured that planned budget training sessions are arranged by Finance and it is made compulsory for all budget holders and other staff with budgetary responsibilities to attend these sessions.</p>	2	<p>Original response: Agreed. Training sessions will be arranged for July 2016 and August 2016.</p> <p>Chris Raymakers, Interim Accountancy Manager 31/8/16</p> <p>Update from Chris Raymakers August 2016: Courses are booked for 5 and 9 September after the holiday period.</p> <p>Update from Chris Raymakers: Senior Managers are briefed on the current financial position at the fortnightly managers meetings as appropriate. Will continue throughout 2017/18 – revised date 31/3/18.</p>
15/16 Main Accounting	<p><u>Leavers Access to Council's IT system</u></p> <p>The Council should seek assurance from its IT provider that all employees who leave are deactivated in a timely manner from the Council's main IT system, based on appropriately documented and authorised requests from management.</p>	2	<p>Original response: ICT to co-ordinate with Human Resources to identify when officers leave the employment of the authority to ensure they are deactivated in a timely manner.</p> <p>Paul Langham, IT Manager 28/2/16</p> <p>Owner changed subsequently to Mike Dungey, ICT Infrastructure Manager</p> <p>No update provided.</p>
14/15 Housing Rents	<p><u>Orchard System</u></p> <p>A review of the current operation of</p>	2	<p>Original response - This is accepted by the Council. A review of the Orchard system in respect of rent accounting and arrears has begun in December 2015. The review will involve redrafting/streamlining of</p>

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	<p>the Orchard system should be undertaken. The implementation of the system should be compared to that for other authorities and a re-configuration or purchase of additional modules considered to improve the effectiveness of the system to enable compliance with arrears procedures and introductory tenancies.</p>		<p>the rent charging and arrears recovery processes and will establish a framework for performance reporting and monitoring. Also the draft revised processes will be compared/benchmarked against two other local housing providers who use Orchard as their rent and tenancy management system: Hinckley & Bosworth Council & East Midlands Housing Group A timetable for carrying out the necessary "critical" changes to the rent charging and arrears recovery processes, together with costs in engaging Orchard Consultancy services will be agreed and where possible implemented by the end of April. Further on-going improvements/changes will be scheduled in for completion during 2016-17 financial year.</p> <p>Steve Nash, Community Housing Team Leader 30/6/16</p> <p>Update by Steve Nash September 16: Further amendments required for the Orchard system alongside further testing-revised implementation date 31/12/16</p> <p>Update by Steve Nash 12/1/17 : The revised rent arrears sequence covers Secure Tenancies, Introductory Tenancies, Former Tenancy Arrears and Non-secure (homelessness) tenancies. These were due to be implemented by System Support on 2 January 2017, however SopraSteria the Council's IT supplier have been unable to schedule access to the required resource which is delaying implementation. Once implemented there will be a period of adjustment as such configuration changes are not within scope of full UAT processes. This important feedback will be used to finalise the procedure which once agreed and implemented will finalise the review process started at the end of 2015.</p>

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
			Date revised to 1/5/17
14/15 Housing Rents	<p><u>System administrator access to the rent system</u></p> <p>Additional staff without housing rent duties should have system administrator access to enable the continued effective operation of the service in the event of staff absence.</p>	2	<p>Original response: This is accepted by the Council. Arrangements have been made for an additional member of staff to have administrator access and training is being arranged. Steve Nash, Community Housing Team Leader 30/4/16</p> <p>Update by Steve Nash September 16: The systems administration function is a specialist support role which is subject to an internal review process previously mentioned. Day to day Orchard Housing System functions and BACS processing functions are in the process of being transferred from the additional duties carried out by the current system administrator to the Income Team globally. The Lettings Officer and the Housing Services Manager are being involved to provide an element of resilience in the event of staff absence in the Income Team. Revised implementation date 31/12/16</p> <p>Update by Steve Nash 12/1/17: It is envisaged that the necessary resilience in having an additional system administration function will be met through the wider corporate system support review which should conclude later in 2017.</p>

Medium (level 3) risks outstanding for over 6 months

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
13/14 Equalities	Compliance with the Equalities Act 2010 should be monitored by an appropriate body within the Council and progress should be reported to, and approved by an appropriate Committee.	3	<p><u>Audit Conclusion –Work in progress</u></p> <p>The Interim Manager of Corporate Resources stated that the HR team will be collecting and publishing the equality data around the 9 characteristics of equality data. Reporting on this and reporting on performance against the council's 5 equality objectives will be to the PFD Committee.</p> <p>Veronika Quintyne Community Engagement Officer March 2016 & September 2016</p> <p>Updates from Karen Pollard Sept and Oct 16: Plans are in place to meet this Act. The action plan is managed via the Community Engagement Forum. Working to the plan that was produced in 2013 to 2017.. A new Plan will be drawn up in the new year.</p> <p>Further update: Work is planned for September. The Equality and Diversity Officer works alongside the local community to produce a check on the council's progress. Date revised to 1/9/17</p>
13/14 Equalities	To comply with the legislation the Council should consider enhancing the type of information presented in its workforce profile to include a profile of staff at different grade, levels and rates of pay, including part-time work etc	3	<p><u>Audit Conclusion – Work in progress</u></p> <p>The Interim Manager of Corporate Resources stated that the HR team will be collecting and publishing the equality data around the 9 characteristics of equality data for its workforce. The data will be available from September 2016 and will be published from September 2017 onwards.</p>

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
			<p>Veronika Quintyne Community Engagement Officer September 2016</p> <p>Update from Karen Pollard Oct 16: Data will be published about the 9 characteristics by end March 2017.</p> <p>Update: Data is being collected from all staff in February with a view to publishing the data in April 2017. Date revised to 31/3/17</p>
13/14 Equalities	The relevant data should be collated and progress against the measures for the equality objectives should be reported on a timely basis.	3	<p><u>Audit Conclusion –Work in progress</u></p> <p>The Interim Manager of Corporate Resources stated that the Community Engagement Officer will be reporting to the next PFD meeting on performance against the council's 5 equality objectives.</p> <p>Veronika Quintyne Community Engagement Officer March 2016</p> <p>Updates from Karen Pollard Sept and Oct 16: The Equality Objectives have been met taking the Plan up until 2017. The new Plan is currently being consulted on. The community engagement forum guides the work on these targets.</p> <p>Further update: This work is due to be completed in September 2017. Date revised to 1/9/17</p>
14/15 Private Sector Housing/Disabled Facilities Grants	It should be ensured that when the Private Sector DFG Policy is reviewed, clear and accurate information is included relating to the criteria for	3	<p><u>Audit Conclusion- Work in progress</u></p> <p>The Private Sector DFG Policy is due for a complete review and approval by the Service Delivery Committee and this point will be addressed in the reviewed version. It is intended that the reviewed version will be</p>

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
	prioritising applications.		<p>taken to the SDC in June 2016 for approval.</p> <p>John Stemp – Property Manager 30 June 2016</p> <p>Update from Stephen Glazebrook June 2016: A report has been prepared for the July 2016 committee meeting but this involves the potential for the service to be incorporated in the Lightbulb Project which will introduce a consistent county wide service. If this goes ahead the service standards will be set jointly with participating authorities through the Lightbulb project. Revised implementation date 31/10/16</p> <p>Date now revised to 30/9/17</p>
12/13 Risk Management	An exercise should be undertaken to review all existing partnerships and projects to establish what risk registers are currently in place. A review should then take place to standardise the format of partnership and project risk registers and ensure that all partnerships and projects maintain such registers.	3	<p><u>Audit Conclusion –Work in progress</u> The Interim Accountancy Manager has confirmed the work is ongoing but due to operational reasons has been delayed</p> <p>Chris Raymakers Revised date 30 June 2016.</p> <p>Update: Work to be done over the Summer – revised implementation date 30/9/16</p> <p>Update: Zurich Municipal to be contacted to assist with risk management – revised date 31/3/17</p>
12/13 Risk Management	Priority should be given to identifying and implementing a bespoke Risk Management IT package that will	3	<p><u>Audit Conclusion –Work in progress</u> The Interim Accountancy Manager has confirmed the work is ongoing but due to operational reasons has been delayed.</p>

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
	allow the Council to develop from a process driven risk management function to one that is fully embedded.		Chris Raymakers Revised date now 31 Aug 2016. Update: Zurich Municipal to be contacted to assist with risk management – revised date 31/3/17
14/15 Main Accounting	<p>Prompt removal of leavers from financial systems access:</p> <p>a It should be ensured that HR provide timely notification of leavers to the IT provider to assist with the prompt removal of leavers from the domain accounts.</p> <p>b) The IT provider should delete all leavers in a timely manner upon notification from HR.</p>	3	<p><u>Audit Conclusion –Work in progress</u></p> <p>The Interim Accountancy Manager has confirmed that Finance would co-ordinate with Human Resources to identify when officers leave the employment of the authority. He expected the movement of agency staff on to permanent contracts will greatly facilitate this once it has been completed and regular meetings with HR commence. This should then ensure that the IT provider is notified of such leavers in a timely manner to remove them from the Council's system and to confirm such action to HR / Finance in a timely manner.</p> <p>Chris Raymakers/Karen Pollard 30 June 2016</p> <p>HR have confirmed they will let IT know when there is a leaver – date revised to 3/1/17. Subject to the Committee's agreement we consider this matter to be implemented as a result.</p>
11/12 Corporate Governance: Tenon review-Pest Control service review	a) Management should report the financial benchmarking data that compares the service to other local Authorities in Leicestershire to the Senior Management Team and the Service Delivery Committee.	3	<p><u>Audit Conclusion –Work in Progress</u></p> <p>Pest Control income was considered and included as part of the 2016/17 budget setting process and included in the PFD Committee approved Fees & Charges for 2016/17. The cost to benefits of the provision of this service will be kept under review for the first half of the 2016/17 financial year and a paper will be taken to the PFD Committee</p>

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
	b) Management should also undertake a value for money review of the Pest Control Service to ensure that the Council is managing this area in the most economic and effective manner.		<p>in October 2016 when the proposed Fees & Charges for 2017/18 will be taken for approval, recommending discontinuing the service if this is deemed necessary.</p> <p>Stephen Glazebrook Interim Community Manager October 2016</p> <p>Date now revised to 31/3/17</p>
13/14 Legal Services/Corporate Legal Compliance Arrangements	<p>New, Amended and Revised Statutory Duties, Powers and Legal requirements: Action should be taken to ensure that legislative and other changes are addressed by the Council on a timely basis and can be implemented for the date that such changes come into force.</p> <p>The Council's website should be updated to include accurate information on changes to legislation.</p>	3	<p>Audit Conclusion –Work in Progress</p> <p>The Director of Services confirmed that the future programme of planned legislative changes will be kept under review to ensure that any which will/ may impact on the Council and its activities are identified and the likely impact assessed, implemented and communicated as appropriate to ensure timely compliance.</p> <p>Anne Court Director of Services Immediate</p> <p>Update from Karen Pollard Oct 16: Website is updated by the new PR and Communication officer. Compliance with legislation is handled better now since the new postholder is in place.</p> <p>Update from Karen Pollard Jan 17: The Web site is monitored and updated in line with legislation.</p> <p>CW Audit note: subject to Committee agreement we now consider tis</p>

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
			matter effectively implemented
14/15 Street Cleansing and Grounds Maintenance	Efficient working: It should be ensured that consideration is given to the maximisation of the efficient and effective use of staff and equipment (including procurement) across the Clean and Green Team and other Council Teams.	3	<p><u>Audit Conclusion – Work in Progress</u></p> <p>Purchase of equipment will continue demonstrate the consideration of efficiency issues eg the purchase of refuse trucks for approximately £1m in the last financial year.</p> <p>Efforts have been made to harmonise the working contracts for staff in the Clean and Green Team and Refuse and Recycling Team with direct input from the HR Team but this has stalled at the moment. Efforts will be made to progress this issue.</p> <p>Brian Kew, Operations Manager</p> <p>Ongoing</p> <p>Update: date amended to 31/3/17 – this is still ongoing with HR</p>
14/15 Street Cleansing and Grounds Maintenance	Cleanliness Service Standards – Targets: The Council should introduce specific cleaning performance targets for monitoring and reporting against.	3	<p><u>Audit Conclusion – Work In Progress</u></p> <p>All staff have been trained on the Cleanliness Standards A – D previously used in NI195. All areas are to be restored to the A standard after being visited. Areas are subject to spot checks by foremen/supervisors.</p> <p>A reporting mechanism on performance has not yet been devised due to current lack of resources.</p> <p>Brian Kew, Operations Manager</p> <p>Ongoing</p> <p>Update: date amended to 31/3/17</p>
15/16 Benefits	Management should review the	3	Original response: We will continually review the information held on

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
	information held on the Council website to ensure it is accurate, and up to date.		<p>the Council website to ensure it is accurate, and up to date. The January 2015 updated Customer Service Charter had not been posted on the Website. This will be reviewed and updated. The link to the Council Tax Support Scheme has been repaired. The DHP policy on the website is up to date but is under review.</p> <p>Jacky Griffith, Welfare and Taxation Processing Manager – by 29/2/16</p> <p>Update from Jacky Griffith Oct 16: The Customer Service Charters for 2015 which are now historic will not be posted on the website but the new charters when produced – will be published – revised implementation date 31 May 2017.</p>
14/15 Refuse & Recycling Collection	<p><u>Recycling Strategy</u></p> <p>The Recycling and Composting Strategy 2005 -2015 should be reviewed, updated and re-implemented.</p>	3	<p>Original response: To be reviewed for the next 5 years 2016- 2021</p> <p>Karen Parkes, Recycling Officer –by 30/6/16</p> <p>Update from Karen Parkes: date revised to 30/6/17 - revised implementation date due to major changes in April 2018.</p>
15/16 Payroll & Expenses	<p><u>Mileage and overtime claims</u></p> <p>It should be ensured that all expense claims are fully signed and dated by the claimant and the authorising officer whose signature should be legible. To aid recognition of authorising signatures, officers who can authorise expense claims should be added to the Councils ASL. - the spreadsheet used to calculate payments for mileage claims is</p>	3	<p>Original response: Staff will be reminded that all claims must be signed with name printed in letters and dated. HR will liaise with Finance to ensure they have access to the up to date ASL for reference. The spreadsheet has been reviewed and this confirmed that it had not been updated to reflect the employees use of a car with a bigger engine which attracts a higher mileage rate. This has now been actioned and arrangements to pay the employee for the shortfall are underway.</p> <p>Karen Pollard, Interim Corporate Resources Manager, by 30/6/16</p> <p>Update and date revised to 22/12/16: Two members of the HR team check mileage claims.</p>

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	reviewed for errors in the set formulae in cells and, associated over/underpayments during the year identified and appropriately actioned.		
15/16 Council Tax	<p><u>Reporting of arrears</u></p> <p>Arrears reports showing the position and performance of the Recovery Team in collecting arrears should be produced periodically and considered by senior management. This could be monthly or quarterly and show information including/such as: the position to date; performance since the last report; comparative performance against prior year; and Detailed reports on the oldest and highest risk debtors outlining what has been done and other potential recovery actions that need to be considered including ongoing write-offs.</p>	3	<p>Original response: Reporting is done informally at present but will be put on a more formal basis. Jacky Griffith will ask Senior Management Team to specify exactly what information they require and will provide this information formally on a regular basis (suggest quarterly) – Jacky Griffith, Welfare & Taxation Processing Manager, by 30/6/16.</p> <p>Update from Jacky Griffith: A Communications & Business Performance Management Officer joined the organisation in July 2015. One of the objectives of this post is to introduce a Performance Management system across the organisation. This is currently in progress using a balanced scorecard approach which measures performance in each service area across four strands: •Financial health •Process •People (staff) •Customer Focus This will include the reporting of arrears Revised date: 31 January 2017.</p>
15/16 Business Rates	<p><u>Collection and Recovery Performance Reporting</u></p> <p>The Council should ensure quarterly reports on key elements of the</p>	3	<p>Original response: Reporting is done informally at present but will be put on a more formal basis. Jacky Griffith will ask Senior Management Team to specify exactly what information they require and will provide this information formally on a regular basis (suggest quarterly) – Jacky Griffith, Welfare & Taxation Processing Manager, by 30/6/16.</p>

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
	performance of collection and recovery of Business Rates is reported to senior management outside the department.		Update: A Communications & Business Performance Management Officer joined the organisation in July 2015. One of the objectives of this post is to introduce a Performance Management system across the organisation. This is currently in progress using a balanced scorecard approach which measures performance in each service area across four strands: •Financial health •Process •People (staff) •Customer Focus The process element will include reporting on Business Rates collection and recovery performance. Revised date: 31 January 2017.
15/16 Housing Rents	<u>Effective arrears management per procedures</u> Periodic reviews should be undertaken to ensure staff comply with revised processes.	3	Original response: Staff have been set clear targets in terms of arrears and accounts are monitored on a weekly basis by the income officers and performance is checked by the Team Leader on a fortnightly basis. Steve Nash, Community Housing Team Leader, by 31/5/16. Update: The revised rent arrears sequence created by the Team Leader Community, Orchard (IT supplier) and the System Support Officer is due to be implemented shortly. Once implemented the new sequence will have to run for a few months to determine if there are any faults as such a change is not subject to formal UAT being a configuration issue. Once bedded in and any tweaks made then the draft procedure will be amended as necessary after which consideration will be given to checking that staff are following the procedure. Date revised to 1/6/17
15/16 Housing Rents	<u>Rent Collection Procedures</u> Up to date procedures should be produced covering rent collection	3	Original response: This is accepted by the Council. A complete review of the rent collection process and procedures will be carried out ASAP to ensure compliance with Policy. This will include implementation of ICT changes and training for all relevant members of staff including

Review	Recommendation	Risk Rating	Current status (including position reported by Internal Audit at March 2016 where relevant)
	activities to provide for timely and complete collection of chargeable rent.		<p>Customer Services Centre.</p> <p>Steve Nash, Community Housing Team Leader, by 30/4/16</p> <p>Update: A draft Procedure has been produced which clarifies the various roles and a revised rent arrears collection sequence for the Orchard Housing system has been devised. Implementation of the revised rent arrears sequence is pending SopraSteria the internal IT contractor providing suitable resource.</p> <p>Date revised to 1/3/17.</p>
15/16 Housing Rents	<p><u>Guidance to staff</u></p> <p>Guidance should be provided to staff on security and confidentiality.</p>	3	<p>Original response: Training for all relevant members of staff including Customer Services Centre will be carried out and also will be incorporated into a role specific induction programme for new staff. Steve Nash, Community Housing Team Leader, by 30/4/16</p> <p>Update: Global training is being provided via Sarah Jones on Data Protection scheduled for the end of January and beginning of February 2017.</p> <p>Revised date 12/2/17</p>
15/16 Housing Rents	<p><u>Rent roll and reconciliation to property records</u></p> <p>An annual reconciliation should be undertaken of the properties on the rent system and the Council's asset register, and that this agrees to legal services records.</p>	3	<p>Original response: The Council accepts this and will ensure that regular reconciliations are carried out at Mid Financial Year (October) and Financial year End (April). - Property Manager /Principal Accountant / Legal Services</p> <p>Update: Will be completed when new rent roll is updated in February- Chris Raymakers, Interim Accountancy Manager 28/2/17.</p>

5. 2016/17 Internal audit plan

Review	Scheduled Start*	Status	Level of assurance
Budgetary Control/Medium Term Financial Strategy	January 2017	In progress	
Main Accounting	November/December 2016	In progress	
Creditors	February 2017	Scope agreed	
Debtors	February 2017	Scope agreed	
Treasury Management	November/December 2016	Final report issued	Full
Income Management & Cash Receipting	November/December 2016	Final report issued	Full
Anti Fraud & Corruption-targeted fraud prevention/detection work	May 2016	Completed	N/A
Strategic Procurement / Shared Services / Service Review - VFM	January – March 2017		
Income Generation/fees and charges	June/July 2016	Completed	N/A
Cash Receipting system implementation	April-June 2016	Completed	N/A

Review	Scheduled Start*	Status	Level of assurance
Grant Aid – Value for money review	January – March 2017		
Food Hygiene	To be agreed		
Payroll & Expenses	January – March 2017	Scoping	
Workforce – Procurement of agency staffing	To be agreed		
Council Tax	December 2016	Final report issued	Significant
Business Rates	October - November 2016	Final report issued	Significant
Benefits	November 2016	Final report issued	Significant
Housing Rents	January – March 2017		
Housing – investment / repairs and maintenance	January – March 2017		
Void Property Management	January – March 2017		
Brocks Hill	To be agreed		
Health & Safety – ‘Depot Services’	July/August 2016	Final report issued	Significant
Vehicle procurement and management	To be agreed		

- Timings either agreed with management where relevant or proposed by us. As stated earlier, discussions are underway regarding assurance/support in relation to key change management projects, which may replace certain above planned audits.