

Audit and Governance Committee 30th March 2015



Internal Audit – Implementation of Priority One Recommendations

Report of the Strategic Manager, Financial Services

Ward(s) affected: All

- 1 **Purpose of Report** – To update committee members on Priority One internal audit recommendations outstanding and report on those completed.
- 2 **Recommendations** – Members are recommended to:
 - 2.1 Note the contents of Appendix A – Outstanding Priority One Internal Audit Recommendations.
 - 2.2 Note the contents of Appendix B – Completed Internal Audit Recommendations and approve the contents of that Appendix. Recommendations will not be archived before this approval is received together with that of the Principal Auditor, Shared Audit Service.
- 3 **Implications**
 - 3.1 **Financial and Value for Money (vfm) Implications** – as highlighted for individual recommendations in Internal Audit Reports
 - 3.2 **Legal Implications** - None
 - 3.3 **Contribution to Council Priorities** – Not applicable
 - 3.4 **Risk Management** – as highlighted for individual recommendations in Internal Audit Reports
 - 3.5 **Equality Analysis** – Not applicable
- 4 **Consultations with Others**
CLT and Senior Managers/Action Owners
- 5 **Access to Information: Background Documents**
None
- 6 **Author of the Report**
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Note: Members are invited to contact the author in advance of the meeting with any detailed queries or questions.
- 7 **Appendices** –
Appendix A – Outstanding Priority One Internal Audit Recommendations (In most recent audit target date order)
Appendix B – Completed Audit Recommendations (In most recent audit target date order)

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Appendix A – Outstanding Priority One Internal Audit Recommendations (In most recent audit target date order)

Source Report	Recommendation Name	Original Target Date	Service Area	Status		Latest Update	Date	Action Updater
C3 05 - IS Data Handling (Members) - Priority 1 C5 08 - ICT Review of Outstanding Actions - Priority 1	IA 14/15 103 IS security responsibility document to be devised for Members and agreement to abide by conditions obtained	C3 05 - Dec 2013 C5 08 - Nov 2014	Information Services	Amber		Acceptable usage forms have been issued to all Members for signature. Two remain outstanding at 19th March. These Members will be reminded in the new year. This will now be escalated to the Member Services Manager.	19/03/15	Heather Eagland
C4 06 - Payment Card Industry - Data Security Standard - Priority 1 C5 08 - ICT Review of Outstanding Actions - Priority 1	IA 14/15 149 The outstanding PCI DSS self assessment questionnaire should be completed, submitted and contingency arrangements put in place to ensure that SAQ A is carried out each year before compliance expiry	C4 06 - Aug 2014 C5 08 - Dec 2014	Information Services	Amber		Completion of the self-assessment has been started and ICT have completed for the Council's main Civica ICON system. The Value for Money and Improvement Officer now needs to complete the remainder of the form and submit it.	19/03/15	Heather Eagland
C4 08 - Data Protection 2013/14 - Priority 1 C5 08 - ICT Review of Outstanding Actions - Priority 1	IA 14/15 152 The electronic records and the EDRMS phases of the Information Management Project should be progressed	C4 08 - Aug 2014 C5 08 - Dec 2014	Information Services	Amber		An approved project plan is now in place. An Information Governance Officer will be in post from 7th April 2015 and will be employed part-time for 12 months to implement the Authorities Information Governance Framework. Progress will now be reported in line with the Project Plan.	19/03/15	Heather Eagland
C2 07 - Data Handling - Priority 1 C5 08 - ICT Review of Outstanding Actions - Priority 1	IA 14/15 059 A strategy should be compiled as to the most appropriate way in which to carry out a Council wide review of all data sharing, and arrangements put in place to promptly address this to ensure compliance with the guidelines	C2 07 - Aug 2012 C5 08 - Mar 2015	Information Services	Amber		An Information Sharing Agreement (ISA) template has been added to the intranet. SLT have been instructed to complete this for all data sharing documents. A log has been compiled in order to centrally record ISAs in place. This will be reviewed annually.	22/12/14	Heather Eagland

C4 08 - Data Protection 2013/14 - Priority 1 C5 08 - ICT Review of Outstanding Actions - Priority 1	IA 14/15 153 A Records Management Policy covering all formats, which is clearly owned at an appropriate level, should be produced, approved, appropriately communicated Council wide and training provided. Compliance with the Policy should be monitored	C4 08 - Aug 2014 C5 08 - Mar 2015	Information Services	Amber		A Records Management Policy is being written. It will be approved and published by 31st March 2015. The training element will be addressed by the Information Governance Project.	18/12/14	Heather Eagland
C4 08 - Data Protection 2013/14 - Priority 1 C5 08 - ICT Review of Outstanding Actions - Priority 1	IA 14/15 157 A clearly owned information asset inventory should be developed and maintained. Once developed, identified information asset owners should ensure that risks and opportunities are monitored	C4 08 - Aug 2014 C5 08 - Apr/Sep 2015	Information Services	Amber		Data audits to document the Councils Information Assets form part of the Information Governance Project. Data audits are expected to take upwards of 6 months. The planning of Data audits is part of the Information Governance Officer role.	19/03/15	Heather Eagland

Appendix B – Completed Audit Recommendations (In most recent audit target date order)

Source Report	Recommendation Name	Original Target Date	Service Area	Status		Latest Update	Date	Action Updater
C4 11 - Craven Pool Follow Up - Priority 3	IA 14/15 127 Sportsoft's on-line booking system should be introduced for all Pay As You Go customers	C4 11 - Sep 2013	Craven Pool & Fitness Centre	Green		The online bookings facility is now in place. Approximately 80% of customers are now making their bookings online.	02/02/15	Lloyd Hancox
C3 06 - IS Service Desk - Priority 2 C5 08 - ICT Review of Outstanding Actions - Priority 2	IA 14/15 107 Update Support Work Procedures to reflect officers roles	C3 06 - Nov 2013 C5 08 - Implemented	Information Services	Green		This recommendation was deemed to have been implemented in Internal Audit Report C5/8 - ICT Review of Outstanding Actions and is included here for completeness.		
C4 16 - Treasury Management - Priority 2	IA 14/15 145 An up-to-date listing of staff authorised to make deals on behalf of the Council should be created and distributed	C4 16 - Aug 2014	Financial Management	Green		An updated list has now been provided to relevant institutions.	08/01/15	Nicola Chick
C4 16 - Treasury Management - Priority 2	IA 14/15 143 Refresher training for the ICD portal should be provided	C4 16 - Sep 2014	Financial Management	Green		Refresher training was provided in 2014. Procedure notes are available for staff using the portal.	08/01/15	Nicola Chick
C5 05 - Officer Expenses - Priority 2	IA 14/15 178 Review the authorised signatures for the Planning Service to ensure that authorisation of claims has been effectively delegated to meet the needs of the service	C5 05 - Oct 2014	Financial Management	Green		The authorised signature list has been updated. A new list for 2015/16 is now in place	17/03/15	Anne Hainsworth
C5 05 - Officer Expenses - Priority 2	IA 14/15 179 Ensure the authorised signature list is kept up to date and that services have been issued with a current copy. Reference to the list when processing claims should be made to ensure only authorised claims are paid.	C5 05 - Oct 2014	Financial Management	Green		The list is now up to date. If claims are not appropriately authorised they are rejected and/or referred to the Strategic Manager Finance as appropriate.	17/03/15	Anne Hainsworth

C3 03 - Sundry Debtors - Priority 2 C4 03 - Sundry Debtors - Priority 2	IA 14/15 084 The Agresso legal debt recovery module should be implemented subject to available resources	C3 03 - Nov 2013 C4 03 - Nov 2014	Financial Management	Green		Following further discussion with the Council's Monitoring Officer, Solicitor and Strategic Manager Finance, it has been decided not to progress with implementation of legal debt recovery. HM Courts have now introduced Money Claims Online and are in discussion regarding its further expansion as the preferred route for such claims in line with the government's information/transformation of services strategy. It has been decided that moving to use the government system would be the most cost effective and efficient option for administration of claims going forward. Further implementation costs and ongoing software support costs will be saved by the Council as a result of not progressing with the implementation into live system status.	17/03/15	Claire Hudson
C4 16 - Treasury Management - Priority 2	IA 14/15 141 The Treasury Management Strategy should be reviewed to ensure that it reflects current working practices	C4 16 - Nov 2014	Financial Management	Green		The updated treasury management practices and support schedules were approved at Policy Committee on 17th January 2015 subject to minor amendments. The Treasury Management Strategy approved at Policy Committee on 17th February 2015 reflected the changes.	08/01/15	Nicola Chick
C4 16 - Treasury Management - Priority 2	IA 14/15 144 Approval for loans should be formally documented in writing	C4 16 - Nov 2014	Financial Management	Green		A pro forma has been designed for recording appropriate authorisation and is now available for use.	08/01/15	Nicola Chick
C5 06 - Tourist Information Centre Cash Processes and Procedures - Priority 1	IA 14/15 175 Combine the two forms so that terms and conditions are set out with signed agreement on one side and the sales log, ticket sales total, commission calculation and total paid over to the organiser is shown on the reverse	C5 06 - Dec 2014	Skipton Town Hall and Museum	Green		A new form is now in use with terms and conditions and signed agreement on one side and sales log, ticket sales total, commission calculation and total paid over to the organiser on the reverse.	10/03/15	Suzanne Callaghan

C5 05 - Officer Expenses - Priority 2	IA 14/15 181 Remind staff of the need to fully complete their claims, if incomplete forms are received, they must be returned for amendment	C5 05 - Dec 2014	Financial Management	Green		Reminders are now being issued to staff by email if incomplete forms are received/fuel receipts not attached to mileage claims. A system is now being operated whereby we give claimants 2 reminders to attach VAT receipts and then reject the claim on the third instance.	05/01/15	Claire Hudson
C5 05 - Officer Expenses - Priority 2	IA 14/15 177 All mileage claims must be submitted with a valid VAT receipt, any claim submitted without a relevant receipt should be rejected.	C5 05 - Jan 2015	Financial Management	Green		A reminder system is now in place to inform officers of the need to submit claims with a VAT receipt. Under this procedure individual claimants who do not produce a receipt for the first and second claims submitted in a year are reminded of the need to do so and attempts made to gather VAT receipts before payment is made. If receipts are not available then payments will be made but VAT is not reclaimed. On a third reminder if relevant claims are not submitted with a vat receipt they are being rejected for payment.	17/03/15	Anne Hainsworth
C5 13 - Review of Motor Workshop, Engine Shed Lane, Skipton - Priority 1	IA 14/15 206 Health and Safety - The Workshop Manager should have a health and safety training needs assessment and a programme put in place to address the gaps	C5 13 - Mar 2015	Waste Management	Green		A training needs assessment was undertaken and the workshop manager will be attending a four day Institution of Occupational Safety and Health (IOSH) course at the end of March. Any additional training needs will be identified and addressed within the Council's Personal Development Review (PDR) process.	10/03/15	Paul Florentine
C5 07 - CDC Parking Management & Civil Parking Enforcement Arrangements since December 2013 - Priority 1	IA 14/15 194 Procedure notes and Performance Monitoring should be strengthened	C5 07 - May 2015	Assets & Projects	Green		Reporting of income by car park now being undertaken by Parking Services Officer and sent to cashiers to allocate into accounts. Parking income reporting format agreed and ready to feed into CLT & Member reports as necessary - reporting frequency to be agreed with CLT. Cash collection performance monitoring spreadsheet set up and being populated by Parking Officer. Parking service operational procedure notes being drafted by Parking Officer.	17/03/15	Hazel Smith