

Audits finalised since the November 2015 meeting of the Audit Committee

Audit Title:	Brindley Close, Lessons Learnt Review						
Date of Report:	December 2015				Materiality/Impact:		High
Number of ‘High Priority’ Recommendations:	20	Current Audit Opinion:	N/A	Previous Audit Opinion:	N/A	Overall Evaluation (Risk):	N/A
<p><u>Key Recommendations</u></p> <p>The key recommendations were made in relation to the following areas:</p> <ul style="list-style-type: none"> • Site ownership and landlord duties • Qualifications of staff • Environment Agency • Lease agreements • Board Director: Service Delivery • Best practice • On-going issues <p>The full report will be presented to February’s Audit Committee.</p>							

Audit Title:	Community Equipment Store: Follow Up							
Date of Report:	November 2015				Materiality/Impact:		Medium	
Number of 'High Priority' Recommendations:	1	Current Audit Opinion:	2	Previous Audit Opinion:	3	Overall Evaluation (Risk):	Moderate	
<u>Key Recommendations</u> The key recommendation made as a result of the review is: <ul style="list-style-type: none"> Commissioning intentions for the Community Equipment Store need to be evaluated. Following this the service level needs to be amended to reflect the commissioning intentions. 								

Appendix 1

Audit Title:	Council Tax						
Date of Report:	January 2016				Materiality/Impact:		High
Number of 'High Priority' Recommendations:	1	Current Audit Opinion:	1	Previous Audit Opinion:	1	Overall Evaluation (Risk):	Moderate
<u>Key Recommendations</u> <ul style="list-style-type: none"> During 2015/16, and in the absence of agreed service KPI's for Council Tax, continue to monitor and measure performance against the equivalent monthly performance for the same period during 2014/15. This will seek to benchmark performance above the highest levels of collection. Going forward, Council Tax KPI's should be agreed by the 1st June following the start of the new financial year. 							

Audit Title:	Licensing Private Hire and Taxis – Follow Up
Date of Report:	February 2016
<p><u>Key Recommendations</u></p> <p>The additional follow-up audit was undertaken at the request of Audit Committee to ensure that the remaining key recommendation (see below) had been implemented:</p> <ul style="list-style-type: none"> • An independent reconciliation between Lalpac (fees collected) and the General Ledger (income posted) should be devised and implement. <p>A separate report on the internal audit findings has been included in the February 2016 Audit committee agenda.</p>	

Appendix 1

Audit Title:	SEN Home to School Transport						
Date of Report:	December 2015				Materiality/Impact:		Medium
Number of 'High Priority' Recommendations:	2	Current Audit Opinion:	3	Previous Audit Opinion:	3	Overall Evaluation (Risk):	Moderate
<u>Key Recommendations</u> The key recommendations made as a result of the review are: <ul style="list-style-type: none"> • A criteria of eligibility for the different types of travel support that will be provided by the Council should be set out the Council's Education Transport Policy. This criteria should be applied by the SEND Assessment Team and evidence that it has been met should be documented either in the transport request form or separate transport assessment form. • A clear criteria for when a pupil will require an escort should be included in the Council's Education Transport Policy. The transport assessment should be formally documented as evidence of how the criteria has been met. 							

Audit Title:	Emergency Assistance Fund						
Date of Report:	November 2015				Materiality/Impact:		Medium
Number of 'High Priority' Recommendations:	1	Current Audit Opinion:	3	Previous Audit Opinion:	N/A	Overall Evaluation (Risk):	Moderate
<p><u>Key Recommendations</u></p> <p>The key high risk recommendation made as a result of the review is:</p> <ul style="list-style-type: none"> Supplier selection should be based on a best value exercise. The Council's Contract Standing Orders are currently being revised and, subject to approval by Cabinet, will be implemented on 6th November 2015. After this date, all contracts over £1,000 will require written quotations. Where this is not possible, an exemption should be formally authorised and under the new Standing Orders there is a more robust process for exemptions: <ul style="list-style-type: none"> If, over the life of the contract, supplier spend is over £25,000, an Exemption Form will need to be completed and signed off by the Head of Service, the Director of Law and Democratic Services, the Head of Finance and Head of Procurement. For spend under £25,000 over the life of the contract justification for best value will need to be provided and recorded in the contract authorisation record. There should be a time limit and a maximum spend on all contracts, to ensure best value is being reviewed. 							

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Audit Title:	St Luke's School						
Date of Report:	December 2015			Materiality/Impact:		Medium	
Number of 'High Priority' Recommendations:	5	Current Audit Opinion:	3	Previous Audit Opinion:	3	Overall Evaluation (Risk):	Moderate

Key Recommendations

The key recommendations made as a result of the review are:

- The School should use historic information on the changes in top-up funding to prepare alternative budget scenarios. These can be used to assess the financial impact to the School should these changes in funding materialise and to assist with creating and agreeing plans to address any variances, should they occur.
- Improvements to budget monitoring by the Resources Committee are required to ensure that the most-up-to-date information is being discussed and that all significant variances are highlighted and addressed to mitigate any negative impact on the year-end balances. All members of the Resources Committee should be involved in discussions around the data presented to allow for differing expertise and knowledge to be shared and considered. It is recommended that the budget monitoring reports include a column showing percentage of income/ expenditure to date against the expected position at that time.
- The School should create and maintain a cash flow forecast to monitor their bank balances to ensure that they are able to meet its commitments and prevent an overdraft from reoccurring.
- For 'in part' or 'no' responses given in the School's SFVS return, the School should prepare an action plan with responsibilities and timescales. This should be monitored regularly to ensure that they are implemented.
- Minutes of Governor meetings should be improved to ensure that key details of discussions held are documented.

Audit Title:	WB 14/15-4
Date of Report:	December 2015

Whistleblowing Investigation - Outcome

An anonymous allegation was made that work had been carried out to a tenant's property to keep them happy as they were a vocal tenant. Also, that a contractor entertained Council staff at a local hotel and as a result extra work was given to them and that there were unnecessary delays in fitting his father's shower. Internal Audit completed the investigation and issued a report to the Monitoring officer and the relevant line manager making a number of recommendations regarding current processes. Disciplinary action was also taken against a member of staff who had accepted and not declared receiving hospitality from a contractor during the course of a contract monitoring meeting.

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Audit Title:	WB 14/15-5
Date of Report:	December 2015
<u>Whistleblowing Investigation - Outcome</u> <p>An anonymous allegation was received regarding the theft of Council stock by a member of staff who it was alleged then used this stock to carry out private work. It was also alleged that the member of staff parked his Council vehicle inappropriately at night. Internal Audit investigated the allegation and found no evidence to substantiate the allegation of theft. Following discussions with the relevant Head of Service the policy regarding the use of Council vehicles will be reviewed and updated.</p>	

Audit Title:	WB 15/16-1
Date of Report:	December 2015
<u>Whistleblowing Investigation - Outcome</u> <p>A member of staff made a number of allegations regarding a colleague. A number of these due to their nature i.e. bullying, harassment etc. were referred to Human Resources to investigate under the relevant Council policy. Two of the allegations related to potential fraud and these were referred to Internal Audit for investigation. The member of staff who the allegations were made against resigned from the Council during the course of the investigation. However, as the allegations may have had an impact on an outside organisation the investigation was completed. Internal Audit found that the member of staff had provided incorrect information regarding actual expenditure to support an external grant return. The member of staff was also found to have provided false information regarding a person's employment status. A report has been provided to the relevant Head of Service to consider what action to take.</p>	

Audit Title:	WB 15/16-2
Date of Report:	December 2015
<u>Whistleblowing Investigation - Outcome</u> <p>An anonymous allegation was received that a boiler was being removed from a Council owned property without permission. This allegation was investigated by Internal Audit. This investigation has been completed and reported to the Council's Monitoring Officer. The allegation was not substantiated.</p>	

Appendix 1

Audit Title:	School IT Governance
Date of Report:	December 2015
<p>An overall report was produced following visits to a number of schools. The summary of this report has already been presented to Audit Committee. The individual reports for schools visited during the review have now been finalised. The schools visited were:</p> <ul style="list-style-type: none"> • Isambard • Eldene • East Wichel • Orchid Vale • Wroughton 	

Audit Title:	Duplicate Payments	Date of Report:	20.01.2016
<p><u>Key Recommendations</u></p> <p>After a review of matches, four unrecovered duplicate matches were identified, with a total net value of £634.10.</p> <p>From the review a number of best practice recommendations have been made to mitigate the risk of potential duplicate payments.</p>			

Audit Title:	Highways Grants: Local Pinch Point Fund Grant							
Date of Report:	December 2015				Materiality/Impact:		N/A	
Number of 'High Priority' Recommendations:	-	Current Audit Opinion:	-	Previous Audit Opinion:	-	Overall Evaluation (Risk):	N/A	
<p>The final grant declaration was completed and submitted to the Department of Transport before the deadline of 30th September 2015. Following the audit review, to ensure that the grant was used in accordance with grant terms and conditions, the declaration was certified as accurate by both the Council's Chief Executive and Head of Internal Audit.</p> <p>As part of the grant review a number of lessons learned were identified to improve controls in the processing and management of future grants.</p>								

Audit Title:	Concessionary Travel				Date of Report:	20.01.2016	
Number of 'High Priority' Recommendations:	6	Current Audit Opinion:	3	Previous Audit Opinion:	3	Overall Evaluation (Risk):	Moderate

Key Recommendations continued

The key recommendations made as a result of the review are:

- Procedure notes should be produced setting out the process to cancel concessionary travel passes following the notification of deaths matched to relevant applicants on the Fare Deal system (this end bit doesn't make sense to me). Cancellation of the pass should include removal of the photograph and termination of the pass on the Fare Deal system. This is to ensure that the concessionary travel passes are not misused or renewed, following death of the applicant. Periodic spot checks of entries on the death list to the Fare Deal system should be conducted, to ensure that concessionary travel passes are cancelled for any correlating names.
- An independent officer, not involved with day to day operation of the concessionary travel scheme, should be responsible for setting up and reviewing user access rights to the Fare Deal system. A deputy should also be designated to provide cover in the main administrator in event of then being absent. At least a quarterly review of user access rights should be conducted to ensure that staff no longer employed by the Council or who cease to have responsibility for concessionary travel are deleted from the Fare Deal system. Access rights of the five staff identified during the audit as having left the employ of the Council should be removed from the Fare Deal system.
- A statement should be included at the foot of the application requiring the applicant to sign to confirm that the information provided is complete and correct where passes are issued by the One Stop Shop officer, on a face to face basis. This information can then be forwarded to Business Support Unit for independent check.
- Passenger Transport should, with support from Law and Democratic Services, arrange a service contract with Euclid Ltd. This contract would support the use of the software package used for recording concessionary travel applicants' data and processing the order for the smart card. Advice should be sought from the Head Information and Technology, to ensure the contract meets SBC's IT information and security requirements.
- In accordance with the Council's new Contract Standing Orders an internal form of approval should be completed for any future procurement of travel consultants. Where the total contract spend value is anticipated to be above £25,000 a high value Form C/ Procurement Advisory Document should be completed as part of the procurement process. In the event of contracting Integrated Transport Planning to deliver any additional services under the duration of their existing contract, and dependent on the cost, the procurement should comply with Contract Standing Orders and an internal form of approval (Form C/ Procurement Advisory Document) completed with quotations/tenders sought as necessary to support the process.
- Review the level of service provision required from the One Stop Shop and Customer Services Team to service the Passenger Transport concessionary travel scheme. Following the review produce an up to date service requirement with relevant performance indicators i.e. to ensure that concessionary transport passes are processed on a timely basis and in accordance with the English County Travel Scheme, terms and conditions. Quarterly performance meetings should be reinstated with performance management information to be submitted for review and action planning where necessary. Any ad hoc performance issues should also be included in these meetings for discussion and resolution.

