

## INTERNAL AUDIT REPORTS FINALISED JULY - SEPTEMBER 2010

### Final audit reports issued:

<b>Audit Title:</b>	<b>Delivery of 50 Promises Follow-up</b>			<b>Date of Audit:</b>	June 2010		
<b>Number of High Priority Recommendations:</b>	9	<b>Current Audit Opinion:</b>	2	<b>Previous Audit Opinion:</b>	3	<b>Overall Evaluation (Risk):</b>	<b>Moderate</b>

**Key Findings and Recommendations**

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

- Given the importance placed on achieving the Promises, the public scrutiny they may be subject to and the reducing timeframe for their completion, an independent review of the data used to confirm Promise completion is strongly recommended. Promises should be subject to a Peer Review, or a review by Scrutiny Committee to ensure a completely independent assessment.
- Where corrective actions are necessary to ensure Promise delivery, these should be included in the milestone setting process so that their performance and completion can be monitored as part of the overall progress on each Promise. For the new pledges, milestones should be established from the outset up to their completion point and linked to the budget forecasts where possible.
- Action should be taken to determine the format of the final publication that will summarise the overall progress made on the delivery of the 50 Promises, as well as where and how this information will be distributed. Consideration should be given to how the Council will respond to the public on Promises that may not have been fully achieved by the end of 2010 in response to the publication.
- Where new targets are being set for the replacement to the 2010 Promises, the data on which future targets are being set should be validated prior to their use, thereby ensuring that targets are specific, measurable, attainable, realistic and time bound.
- Owners of the new pledges should be provided with clear guidance to determine the level of risk associated with the delivery of their pledge. There should be consistent use of the RAG status to identify how pledges are progressing as any significant variations in performance are likely to be open to more scrutiny as the number of pledges is likely to be far fewer than the number of Promises used for 2010.

## INTERNAL AUDIT REPORTS FINALISED JULY - SEPTEMBER 2010

<b>Audit Title:</b>	<b>Car Parking</b>			<b>Date of Audit:</b>	March 2010		
<b>Number of High Priority Recommendations:</b>	1	<b>Current Audit Opinion:</b>	2	<b>Previous Audit Opinion:</b>	4	<b>Overall Evaluation (Risk):</b>	<b>Moderate</b>

**Key Findings and Recommendations**

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

- The Planning and Transportation Directorate to complete the Car Parking Delivery Plan and Car Parking Strategy by March 2011.
- The service should report performance in the Local Performance and Review process for Car Parking operational services.

<b>Audit Title:</b>	<b>Government Connect Position Statement</b>			<b>Date of Audit:</b>	July 2010	
<b>Current Audit Opinion:</b>	N/A	<b>Previous Audit Opinion:</b>	N/A	<b>Overall Evaluation (Risk):</b>	N/A	
<b><u>Key Findings and Recommendations</u></b> A review of closedown arrangements was carried out to ensure that the compliance statement could be signed off regarding the decommissioning of Contact Point.						

<b>Audit Title:</b>	Inv 09/10-8	<b>Date of Audit:</b>	July 2010
<b>Current Audit Opinion:</b>	N/A	<b>Previous Audit Opinion:</b>	N/A
<b>Overall Evaluation (Risk):</b>		N/A	
<b><u>Key Findings and Recommendations</u></b>			
A request was made to investigate the alleged improper use of funds. The work was undertaken for a third party who was charged for the work.			

## INTERNAL AUDIT REPORTS FINALISED JULY - SEPTEMBER 2010

<b>Audit Title:</b>	<b>Waste Management Follow-up</b>			<b>Date of Audit:</b>	March 2010		
<b>Number of High Priority Recommendations:</b>	0	<b>Current Audit Opinion:</b>	2	<b>Previous Audit Opinion:</b>	3	<b>Overall Evaluation (Risk):</b>	<b>Moderate</b>

### **Key Findings and Recommendations**

A follow-up of the 2008/09 audit of Waste Management has been completed. The status of the recommendations made in the original report is as follows:

	Implemented	In Progress	Not Implemented	Superseded
Recommendations	10	5	1	5

The following recommendations have been made as a result of the review:

- Reports on progress in implementing Waste to Energy should include details of continuing diversion of non-recyclable waste from landfill, and should highlight any future liability for LATs payments.
- Analysis of the Council's carbon footprint related to the waste service and wider sustainability issues should be undertaken and summarised in the refreshed strategy, with clear policies and action planning to resolve any issues that arise.
- The VFM statement should recognise that demonstrating VFM in the waste service has to be taken in the context of Swindon Commercial Services being the Council's principal waste contractor and resulting effect of the core basket of works on demonstrating value for money.
- Key performance indicators for Swindon Commercial Services should be updated to ensure VFM is being achieved.
- A new consultation process should be carried out to underpin the refresh of the Council's Waste Strategy.
- Required stakeholder outcomes should be clearly identified in the refreshed strategy and should be translated into a manageable number of waste strategy objectives, after a robust options appraisal process.
- A more detailed education component of the Waste Strategy should be developed. Consultation and research should be undertaken to identify educational need across the borough and a plan produced and reviewed each year as a result of this.
- An appraisal should be carried out for each education campaign, that clearly specify targets for the campaign and a means by which its effectiveness can be measured, against a specification of resources that will be required for each activity.

## INTERNAL AUDIT REPORTS FINALISED JULY - SEPTEMBER 2010

<b>Audit Title:</b>	<b>Business Continuity Follow-up</b>				<b>Date of Audit:</b>		March 2010	
<b>Number of High Priority Recommendations:</b>	0	<b>Current Audit Opinion:</b>	2	<b>Previous Audit Opinion:</b>	3	<b>Overall Evaluation (Risk):</b>	<b>Moderate</b>	

## Key Findings and Recommendations

A follow-up of the 2008/09 audit of Business Continuity has been completed. The status of the recommendations made in the original report is as follows:

	Implemented	In Progress	Not Implemented	Superseded
Recommendations	7	10	2	0

The following recommendations have been made as a result of the review:

- The Council's Business Continuity Team should agree a timetable of future meetings that allows them to review the Council's business recovery arrangements and ensure that they continue to be appropriate and effective.
- Local Performance Action Reviews (LPAR's) should review the status of business continuity plans within Groups and strategic partner services, including –
  - ❑ percentage of all service business plans in place, and of those, percentage tested.
  - ❑ outstanding plans and actions to achieve prompt completion and testing.
- A Cabinet Member of the Council should have specific responsibility for business continuity issues.
- Directorates and LAA2 blocks should review their risk registers and include significant business continuity issues.
- Business continuity plans should be reviewed in the light of the implementation of New Ways of Working, and in particular, the vacation of Premier House and accommodation of additional staff in Wat Tyler House.

## INTERNAL AUDIT REPORTS FINALISED JULY - SEPTEMBER 2010

<b>Audit Title:</b>	<b>Asset Management Follow-up</b>			<b>Date of Audit:</b>	March 2010		
<b>Number of High Priority Recommendations:</b>	0	<b>Current Audit Opinion:</b>	2	<b>Previous Audit Opinion:</b>	3	<b>Overall Evaluation (Risk):</b>	<b>Moderate</b>

## Key Findings and Recommendations

A follow-up of the 2008/09 audit of Asset Management has been completed. The status of the recommendations made in the original report is as follows:

	Implemented	In Progress	Not Implemented	Superseded
Recommendations	4	2	8	4

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

- Directorates should be required to formally sign off and agree properties assigned to them in the asset register. This is both to confirm the accuracy of the registers in Property and Finance, and to allow directorates to build property-related issues into their business plans and performance management.
- All voids must be supported by a fully completed inspection checklist, which is retained for ongoing reference, should the property be re-occupied or sold.
- Corporate procedures for developing SAMP's should include a requirement for review by group management teams prior to submission to Property Services.
- Directorates should build into their business plans their property-related requirements, and include provision and maintenance of property in their performance management arrangements. Officers' Asset Management Group should take a lead in developing this approach.
- Insurance records for leased properties should be agreed to the GIS Lease Register to ensure that they show the same values.

<b>Audit Title:</b>	<b>Wroughton Junior School</b>				<b>Date of Audit:</b>	June 2010		
<b>Number of High Priority Recommendations:</b>	2	<b>Current Audit Opinion:</b>	2	<b>Previous Audit Opinion:</b>	2	<b>Overall Evaluation (Risk):</b>	<b>Minimal</b>	

## Key Findings and Recommendations

Wroughton Junior School was externally assessed by Internal Audit against the DCSF Financial Management Standard in Schools (FMSiS) and was given a 'conditional pass'. Further information is currently being provided with a view to increasing this to a 'pass'.

An audit of the school was also completed resulting in an overall opinion of 'satisfactory'. Recommendations have been made and agreed to ensure that all weaknesses identified are addressed.

## INTERNAL AUDIT REPORTS FINALISED JULY - SEPTEMBER 2010

<b>Audit Title:</b>	<b>SENRAP</b>			<b>Date of Audit:</b>	November 2009		
<b>Number of High Priority Recommendations:</b>	6	<b>Current Audit Opinion:</b>	3	<b>Previous Audit Opinion:</b>	N/A	<b>Overall Evaluation (Risk):</b>	<b>Of Concern</b>
<b><u>Key Findings and Recommendations</u></b>							
<p>The key recommendations made as a result of the review are:</p> <ul style="list-style-type: none"> <li>• The LA should investigate the possibility of delegating an extra five hours to primary schools to bring them to the same level of delegated funding as secondary schools. This will effectively place increased responsibility with schools to deliver special educational solutions in a similar way to that adopted by Somerset County Council who delegates 50% of SEN funding directly to schools. Further delegation could be considered after assessing the impact of this recommendation.</li> <li>• The SENRAP funding spreadsheet should be maintained on a monthly basis to ensure that projected spend is forecast each month for budget monitoring. Forecasts based on current need and the school ages of the children receiving funding can be made for future years to allow the LA and schools forum to make longer term financial planning decisions. This information should be provided to SENRAP members on a monthly basis.</li> <li>• The local authority should enhance and increase the monitoring arrangements for the outcomes of children with SEN in order to manage down future demand and ensure that, in line with the Lamb report, the LA does not become too far removed from how services are delivered by schools with delegated SEN funding. This will enable all schools to be reviewed on a regular basis and challenged where appropriate by the LA on how they are meeting children's needs.</li> <li>• The reports produced by the Manager of the Education Support Service should be issued formally to the schools and the LA and a follow-up procedure should be instigated to ensure that those responsible for implementing any recommendations sign up to confirm they have been implemented. Schools should be asked to provide evidence of this within an allotted time frame.</li> <li>• The SENRAP terms of reference should be expanded to include a responsibility to review the outcomes resulting from the Panel's funding decisions as this may indicate ineffective use, or a lack of resources. It will also help identify the most financially effective approaches to SEN.</li> </ul>							

## INTERNAL AUDIT REPORTS FINALISED JULY - SEPTEMBER 2010

<b>Audit Title:</b>	<b>Section 38</b>		<b>Date of Audit:</b>		August 2010	
<b>Number of High Priority Recommendations:</b>	4	<b>Current Audit Opinion:</b>	2	<b>Previous Audit Opinion:</b>	3	<b>Overall Evaluation (Risk):</b>
<b>Moderate</b>						
<b><u>Key Findings and Recommendations</u></b>						
<p>The key recommendations made as a result of the review are:</p> <ul style="list-style-type: none"> <li>A quality assurance programme should be introduced to maintain the quality of record keeping and ensure due process is followed. This will provide a systematic monitoring and evaluation process at the various stages and approvals required to successfully complete a S38 agreement.</li> <li>Individual trading accounts should be introduced for the higher value jobs to ensure the fees received are realistic and fully cover the cost of the service provided. This would include charging time against each project. Currently the section cannot demonstrate whether fees charged reflect the true cost of the work carried out i.e. break even.</li> <li>Regular management reporting should be introduced so that overall service performance can be monitored and ensure that any significant issues are escalated on a timely basis i.e. agreements where developers are not undertaking remedial work promptly, quality standards are not achieved leading to re-inspections or lengthy delays in completing a S38 Agreement (4 current files reviewed during the audit were up to 10 years old). To facilitate this a set of S38 agreement performance indicators should be developed and periodically reported on. These should feed into the LPAR process to demonstrate how the S38 Team provides a cost effective service and meet the needs of their customers and communities.</li> </ul>						

## INTERNAL AUDIT REPORTS FINALISED JULY - SEPTEMBER 2010

<b>Audit Title:</b>	Kingsdown School			<b>Date of Audit:</b>	June 2010		
<b>Number of High Priority Recommendations:</b>	6	<b>Current Audit Opinion:</b>	2	<b>Previous Audit Opinion:</b>	2	<b>Overall Evaluation (Risk):</b>	<b>Moderate</b>
<b><u>Key Findings and Recommendations</u></b>							
<p>The key recommendations made as a result of the review are:</p> <ul style="list-style-type: none"> <li>• The School Development Plan should include reference to the financial implications of each target and these should be clearly linked to the budget.</li> <li>• The School should follow the full tender process for all goods and services greater than £50,000 and ensure that all quotes for service contracts are dealt with according to the financial regulations.</li> <li>• Copies of documents in relation to the right to work in the UK should be obtained for all employees in line with the UK Borders Agency Guidelines.</li> <li>• Copies of documents provided by new employees in relation to CRB checks should be destroyed once the clearance has been obtained.</li> <li>• It should be ensured that appropriate safeguarding clearances are obtained in respect of foreign language assistants working within the School.</li> </ul>							

<b>Audit Title:</b>	<b>Payment Card Industry Standard</b>			<b>Date of Audit:</b>	May 2010		
<b>Number of High Priority Recommendations:</b>	6	<b>Current Audit Opinion:</b>	3	<b>Previous Audit Opinion:</b>	3	<b>Overall Evaluation (Risk):</b>	<b>Of Concern</b>
<b><u>Key Findings and Recommendations</u></b>							
<p>The key recommendations made as a result of the review are:</p> <ul style="list-style-type: none"> <li>• The re-programming of all credit/debit card payment devices to ensure that the full 16-digit card number is no longer printed on the Merchant copy receipt.</li> <li>• Clarification should be provided by Corporate Finance to advise the correct length of time that credit/debit card receipts should be retained and then communicated to all departments.</li> <li>• Review of processing procedures to ensure that under no circumstance the cardholder's security number is retained on any paperwork being held as this is in breach of the Payment Card Industry Standards.</li> </ul>							



## INTERNAL AUDIT REPORTS FINALISED JULY - SEPTEMBER 2010

<b>Audit Title:</b>	<b>Health and Safety: Schools</b>			<b>Date of Audit:</b>	July 2010		
<b>Number of High Priority Recommendations:</b>	8	<b>Current Audit Opinion:</b>	2	<b>Previous Audit Opinion:</b>	N/A	<b>Overall Evaluation (Risk):</b>	<b>Moderate</b>
<b><u>Key Findings and Recommendations</u></b>							
<p>The key recommendations made as a result of the review are:</p> <ul style="list-style-type: none"> <li>Formal arrangements should be made to ensure that where high priority recommendations are made in Health and Safety inspections carried out by the Council and Capita, these are followed up in an appropriate time frame to ensure their implementation and compliance with legislation and guidance.</li> <li>A central database such as the TF system should be used to retain all Health and Safety information in respect of schools. Schools should be made responsible for updating their own Health and Safety information on this system allowing the LA to adopt the compliance-monitoring role.</li> <li>The Children Services' risk register should be reviewed on a quarterly basis to ensure that: <ul style="list-style-type: none"> <li>The risks originally identified are still those faced by the Department now.</li> <li>Risks identified at school level are escalated through to the Directorate/Group risk register.</li> <li>Progress in implementing the mitigating actions should be updated to determine to what extent these risks are being controlled and what if any further action may be required.</li> <li>The impact of any prosecution and the consequences that this would have on delivering Corporate objectives are understood.</li> </ul> </li> <li>The Health and Safety policies and procedures made available to schools via Schools Online must be urgently reviewed to ensure that they are up-to-date and reflect current legislation, Council's policies, best practice and any guidance provided by the HSE. Following a comprehensive review of the Health and Safety risks faced by Schools, any gaps in identified policies and procedures should be addressed.</li> </ul>							