

**SUMMARY OF RECOMMENDATIONS AND MANAGEMENT RESPONSES FROM INTERNAL AUDIT REPORTS**  
**ISSUED QUARTER 2, 2012/13**

Report Reference	Recommendation	Risk Rating <sup>1</sup>	Responsible Officer	Management Response and Target Implementation Date
<b>Capital Accounting – 27 September 2012</b>				
<p>An overview of the council's capital accounting systems comprised:</p> <p>(a) Walkthrough testing for additions to and deletions from the asset registers and</p> <p>(b) Compliance testing in the following areas:</p> <ul style="list-style-type: none"> <li>• Capital accounting policy</li> <li>• Asset registers</li> <li>• Reconciliation of asset registers</li> <li>• Access to asset registers</li> <li>• Valuations</li> <li>• Depreciation</li> <li>• Control accounts.</li> </ul> <p>The audit confirmed that capital accounting is a specialist subject with a high level of detail and complex accounting processes. The total value of the council's fixed assets at 31<sup>st</sup> March 2012 was around £306 million.</p> <p>In overall terms, the audit concluded that there are sound systems and procedures in place to manage the council's capital accounting function. Specifically, the audit concluded that capital accounting is carried out by experienced staff and is in accordance with the CIPFA Code of Practice for Local Authority Accounting and WDC accounting policies.</p>				

<sup>1</sup> Risk Ratings are defined as follows:

- Low - Minimal adverse impact on achievement of the Authority's objectives if not adequately addressed.  
Medium - Moderate adverse impact on achievement of the Authority's objectives if not adequately addressed.  
High - Requires urgent attention with major adverse impact on achievement of Authority's objectives if not adequately addressed.

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<b>IT Incident and Problem Management – 30 September 2012</b>				
4.2.7	The format of the emails, that are sent to users to advise them that the call has been logged, should be reviewed to ensure that the target resolution time is included.	Low	Technical Support & Application Support Managers	Agreed. The format of the emails has been amended to include the classified SLA target date / time for resolution. Completed.
4.2.10	Staff should be reminded of the need to record sufficient details of the call received, the work performed to try and resolve the issue and any communication with the customer.	Low	Technical Support Manager	Agreed. Staff have been sent an email to remind them of this requirement. Completed.
4.2.11	Profiles should be updated as appropriate to reflect the actual issue identified if this varies from the initial description received.	Low	Technical Support Manager	Agreed. Staff have been sent an email to remind them of this requirement. Completed.
4.2.12	The SLA prioritisation should be used appropriately.	Low	Technical Support Manager	Agreed. Staff have been sent an email to remind them of this requirement. Completed.
4.2.18	Review the use of problem classification for relevant incidents where temporary fixes are provided.	Low	Technical Support, Application Support and Network & Comms Managers	Agreed. The use of the problem classification has been reviewed and will be used as appropriate for future cases. Completed.

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4.4.6	The 'known error' function on SupportWorks should be populated with relevant information, with Helpdesk staff being made aware of the existence of the content.	Low	Technical Support, Application Support and Network & Communications Managers	Upon further inspection, it transpired that more use of this function was being made than was thought at the time of the review, although the content could not easily be viewed by different users due to the set-up of the SupportWorks system. However, it will be used where relevant for future cases. Completed.
<b>ICT Business Applications: Paris Income Management – 30 September 2012</b>				
3.4.4	The ICT team should confirm why the vendor for Total is provided with SYSADMIN access at instance level. Steps should subsequently be made to ensure that the Paris database cannot be accessed by the Total vendor.	Low	ICT Infrastructure Manager	Remove sysadmin rights from TASK and warwickdc\consilium. Completed on 12 Oct 2012.
3.5.4(1)	A procedure should be implemented (subject to feasibility review) for regular purging of income transaction import files in the Paris 'working directory'.	Low	Principal Accountant (Capital & Treasury Management)	The feasibility of the recommendation will be investigated and implemented if practical. March 2013.
3.5.4(2)	The feasibility of locking down the income transaction import files in the Paris 'working directory' against access through Windows navigation tools should be investigated.	Low	Application Support Manager	Northgate have been consulted and they have provided necessary information. Application Support have started the required changes. They will take some time to complete, as thorough testing is required. End November 2012.

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3.8.4(1)	Enquiries should be made with Northgate as to whether the scope of audit logging in the version of Paris being considered for migration includes parameter changes.	Low	Application Support Manager	Northgate have been consulted. The audit logging of parameter changes is in version 41 of Paris. Completed (4 October 2012).
3.8.4(2)	Logging and reporting of parameter changes should be implemented, either as part of the envisaged upgrade or installation of the applicable system release previously produced as appropriate.	Low	Application Support Manager	We will be upgrading to version 41 of Paris as soon as possible. However Northgate will not be available to carry out the upgrade until January 2013 at the earliest and they are unable to give us a date currently. End January 2013.
<b>Document Management Systems – 27 July 2012</b>				
3.4.4	Procedures for transferring and linking scanned documents to the ActiveH housing management and application records should be documented.	Low	Head of Housing and Property Services	A comprehensive procedure and user guide will be prepared and stored on the Moss library. December 2012.
3.5.4	Access restrictions should be placed on the network folders area holding creditor invoice document images linked to Total.	Medium	Financial Services Manager	ICT Application Support Manager has advised that work to identify the correct levels of access and then apply the restrictions has started. Because of the complexity of the use of the folders, the restrictions will be applied gradually. October 2012.

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3.5.10(1)	All unsecured content of WDCShare should be deleted or moved to secure repositories.	High	Senior Management Team	Service Areas to get staff to check what is on WDC Share and delete/move any unnecessary files and any personal information. April 2013.
3.5.10(2)	The feasibility of restricting access to the 'scan and store' repositories in WDCShare should be investigated.	Medium	ICT Services Manager/ Technical Support Manager	Agreed. The scan and store folders can potentially be secured using existing departmental security policies. August 2012.
3.5.10(3)	A framework for managing the content of WDCShare should be developed and implemented based on clear policies and assignment of responsibilities.	Medium	Senior Management Team	DCE (AJ) and Graham Leach are doing some work on information governance/data. Need to bring information back to SMT.
3.5.10(4)	An alternative document management and sharing platform to replace WDCShare should be investigated.	Medium	Senior Management Team	Not agreed because there didn't seem to be a business case for it.

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<b>Document Management Centre – 27 September 2012</b>										
<p>An audit on the systems and procedures in place to deal with cash and cheque remittances received in the Document Management Centre (DMC) and Riverside House (RH) reception examined controls in the following areas:</p> <ul style="list-style-type: none"><li>• Receiving and receipting monies</li><li>• Cash up and banking</li><li>• Independent monitoring</li><li>• Security</li></ul> <p>The audit programme identified the expected controls and the control objectives examined were:</p> <ul style="list-style-type: none"><li>• All monies are recorded and receipted appropriately</li><li>• Tills are cashed up on a daily basis</li><li>• Takings are reconciled to bankings</li><li>• Monies are held securely prior to collection</li><li>• DMC and Reception are secure from unauthorised access</li></ul> <p>The number and value of transactions processed through the DMC over the last two complete years is as follows:</p> <table><tr><td>2010/2011</td><td>19,296 receipts</td><td>Value £8.5 million</td></tr><tr><td>2011/2012</td><td>15,276 receipts</td><td>Value £6.8 million</td></tr></table> <p>In overall terms, the audit concluded that cash collection is well managed with established procedures and sound controls in place. Efforts to reduce the number of transactions processed are bearing fruit as the number is reducing over time. Thus, the audit concluded that there are sound systems and procedures in place to manage cash collection in the DMC and RH reception.</p>					2010/2011	19,296 receipts	Value £8.5 million	2011/2012	15,276 receipts	Value £6.8 million
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<b>Affordable Housing Development Programme – 30 August 2012</b>				
<p>An audit undertaken to test the management and financial controls in place covered the following areas:</p> <ul style="list-style-type: none"> <li>• Consultation and guidance</li> <li>• Monitoring</li> <li>• Partnership working</li> <li>• S106 agreements</li> </ul> <p>The control objectives examined were:</p> <ul style="list-style-type: none"> <li>• Appropriate staff have been consulted, ensuring that affordable housing is included within individual developments and future plans for the district as a whole</li> <li>• Guidance provided to developers is appropriate</li> <li>• Housing needs within the district are understood</li> <li>• Housing Strategy staff are aware of progress on developments so that affordable units nearing completion can be advertised appropriately</li> <li>• Affordable housing developments stick to the guidelines with regards to the different types / tenures</li> <li>• WDC work effectively with partners to ensure affordable housing is provided</li> <li>• Affordable housing is appropriately included in new developments</li> <li>• Commuted sums are used appropriately for the provision of affordable housing.</li> </ul> <p>The review was able to give a substantial degree of assurance that the systems and controls in place for the management of the Affordable Housing Development Programme are appropriate and are working effectively.</p> <p>One minor issue identified during the audit, in relation to the relevance of the current guidance available to developers, was being dealt with and therefore no recommendations were considered necessary.</p>				

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<b>Incentive Schemes – 30 September 2012</b>				
3.4.5 (1)	Future review of the Transfer Incentive Grant Scheme should include an assessment of the current scale of under-occupied Council family properties and setting of clear success factors for outcome reporting.	Low	Housing Manager	<p>Scale of under-occupation has been determined in light of Welfare Reform and reductions in Housing Benefit. The TIGS will be reviewed in the context of the proposed changes and amendments to the scheme will be considered.</p> <p>April 2013.</p> <p>Review the number of TIGS payments likely to be made in the final quarter of 2012/13 and throughout 2013/14 in light of the demolition of Fetherston Court and the re-housing of 29 households eligible for accommodation that may have been utilised for TIGS. Amend the budget and set take-up targets accordingly.</p> <p>April 2013.</p>
3.4.5 (2)	The future and financing of the Resettlement Grant Scheme should be reviewed.	Low	Head of Housing and Property Services/ Housing Manager	<p>Undertake review of the Resettlement Service and consider its efficacy in the light of other methods for re-letting difficult to let properties.</p> <p>April 2013.</p>