

 STANDARDS COMMITTEE 21st JUNE 2011		Agenda Item No.
Title	Internal Audit Annual Report 2010/11	
For further information about this report please contact	Richard Barr Tel: (01926) 456815 E Mail: richard.barr@warwickdc.gov.uk	
Service Area	Finance	
Wards of the District directly affected	Not applicable	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006	No	
Date and meeting when issue was last considered and relevant minute number	Finance & Audit Scrutiny Committee – 7 th June 2011	
Background Papers	Internal Audit Reports Code of Practice for Local Govt. Internal Audit in the United Kingdom 2006 (CIPFA) Monthly and Quarterly Progress Reports Post-audit user questionnaires and satisfaction surveys	

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	No
Included within the Forward Plan? (If yes include reference number)	No

Officer/Councillor Approval		
With regard to officer approval all reports <i>must</i> be approved by the report authors relevant director, Finance, Legal Services and the relevant Portfolio Holder(s).		
Officer Approval	Date	Name
Relevant Director	10 June 2011	Andrew Jones
Chief Executive		
CMT		
Section 151 Officer	10 June 2011	Mike Snow
Legal		
Finance	10 June 2011	As S151 Officer
Portfolio Holder(s)	10 June 2011	Councillor Mobbs
Consultation Undertaken		
Not applicable		
Final Decision?	Yes	
Suggested next steps (if not final decision please set out below)		

1 **SUMMARY**

- 1.1 Forming part of the evidence for the Annual Governance Statement, the Committee is required to note the Internal Audit Annual Report for 2010/11.

2 **RECOMMENDATIONS**

- 2.1 That the Committee notes the Internal Audit Annual Report for 2010/11 providing an opinion on the overall adequacy and effectiveness of the organisation's control environment and receives any comments made by the Finance & Audit Scrutiny Committee on 7th June 2011.

3 **REASON FOR THE RECOMMENDATIONS**

- 3.1 To comply with the CIPFA Code of Practice for Internal Audit in Local Government in the United Kingdom 2006 which provides the "proper practices" referred to in Regulation 4 of The Accounts and Audit Regulations 2003 & The Accounts and Audit (Amendment) (England) Regulations 2006 in respect of production of an annual governance statement.

4 **ALTERNATIVE OPTION(S) CONSIDERED**

- 4.1 This report is not concerned with recommending a particular option in preference to others so this section is not applicable.

5 **BUDGETARY FRAMEWORK**

- 5.1 Although there are no direct budgetary implications arising from this report, Internal Audit provides a view on all aspects of governance including that of the Budgetary Framework. An effective control framework ensures that the Authority manages its resources and achieves its objectives economically, efficiently and effectively.

6 **POLICY FRAMEWORK**

- 6.1 Although there are no direct policy implications, Internal Audit provides a view on all aspects of governance and will take into account the Policy Framework, Community Plan and the Council's policies.

7 **BACKGROUND TO THE ANNUAL GOVERNANCE STATEMENT**

- 7.1 Regulation 4 of The Accounts and Audit Regulations 2003 & The Accounts and Audit (Amendment) (England) Regulations 2006 states:

Responsibility for financial management

4. - (1) The relevant body shall be responsible for ensuring that the financial management of the body is adequate and effective and that the body has a sound system of internal control which facilitates the effective exercise of that body's functions and which includes arrangements for the management of risk.

(2) The relevant body shall conduct a review at least once in a year of the effectiveness of its system of internal control.

(3) The findings of the review referred to in paragraph (2) shall be considered by a committee of the relevant body, or by the members of the relevant body meeting as a whole, and following that consideration, shall approve an annual governance statement, prepared in accordance with proper practices in relation to internal control.

(4) The relevant body shall include the statement referred to in paragraph (3) with—

(a) any statement of accounts it is obliged to publish in accordance with regulation 11, or

(b) any income and expenditure account, statement of balances or record of receipts and payments it is obliged to publish or display in accordance with regulation 12.

8 REQUIREMENT FOR INTERNAL AUDIT ANNUAL REPORT

8.1 The CIPFA Code of Practice for Internal Audit in Local Government in the United Kingdom 2006 states that: "The Head of Internal Audit must provide a written report to those charged with governance timed to support the Annual Governance Statement."

8.2 The Head of Internal Audit's annual report must:

- (a) include an opinion on the overall adequacy and effectiveness of the organisation's control environment
- (b) disclose any qualifications to that opinion, together with the reasons for the qualification
- (c) present a summary of the audit work from which the opinion is derived, including reliance placed on work by other assurance bodies
- (d) draw attention to any issues the Head of Internal Audit judges particularly relevant to the preparation of the Annual Governance Statement.
- (e) compare the work actually undertaken with the work that was planned and summarise the performance of the internal audit function against its performance measures and targets
- (f) comment on compliance with these standards and communicate the results of the internal audit quality assurance programme.

8.3 Finally, in respect of this area, the Code states: "In addition to the annual report, the Head of Internal Audit should make arrangements for interim reporting to the organisation in the course of the year. Such interim reports should address emerging issues in respect of the whole range of areas to be covered in the annual report."

8.4 The Annual Report is set out as Appendix 1.

HEAD OF INTERNAL AUDIT'S ANNUAL REPORT AND PRESENTATION
OF AUDIT OPINION 2010/11

INTRODUCTION

This report is produced to satisfy proper practices under Regulation 4 of The Accounts and Audit Regulations 2003 & The Accounts and Audit (Amendment) (England) Regulations 2006 in respect of production of an annual governance statement. The proper practices are those set out in section 10.4 of the CIPFA Code of Practice for Internal Audit in Local Government in the United Kingdom 2006.

OPINION ON THE OVERALL ADEQUACY AND EFFECTIVENESS OF THE ORGANISATION'S CONTROL ENVIRONMENT

Based on internal audit assignments undertaken as part of the Audit Plan, it must be concluded that the Council has an effective internal control framework to address relevant risks with controls being consistently applied.

There were, however, a few instances of non-compliance and these have been detailed in internal audit reports issued during the year and summarised each quarter for the Finance and Audit Scrutiny Committee. Action to address these areas have been confirmed by management in the overwhelming majority of cases, and certainly in respect of significant issues.

There are no qualifications to that opinion, although clearly it is based on the audits undertaken during that year. The Council's external auditors form their own opinion based on their own work and the Annual Governance Statement provides an overall judgement on the control environment, derived from many sources, one of which is this Internal Audit Annual Report.

SUMMARY OF THE AUDIT WORK FROM WHICH THE OPINION IS DERIVED

The audits which form the basis of the opinion are set out as table in Appendix 1A. The results of these audits have been communicated to the Finance and Audit Scrutiny Committee each quarter and are therefore not reproduced here. However, each audit report gives an overall opinion on the level of assurance provided by the controls within the area audited and this is set out in the table . The bands of assurance are set out at the bottom of Appendix 1A.

ISSUES PARTICULARLY RELEVANT TO THE PREPARATION OF THE ANNUAL GOVERNANCE STATEMENT

Issues particularly relevant to the preparation of the Annual Governance Statement have been identified by the Senior Management Team, particularly through the service assurance statements completed by services. Some of these had been highlighted by Internal Audit during the year. These issues are now being addressed.

COMPARISON OF THE WORK ACTUALLY UNDERTAKEN WITH THE WORK THAT WAS PLANNED AND SUMMARISE THE PERFORMANCE OF THE INTERNAL AUDIT FUNCTION AGAINST ITS PERFORMANCE MEASURES AND TARGETS

This is set out as Appendix 1B.

COMMENTARY ON COMPLIANCE WITH CIPFA CODE OF PRACTICE FOR INTERNAL AUDIT AND COMMUNICATION OF THE RESULTS OF THE INTERNAL AUDIT QUALITY ASSURANCE PROGRAMME

Following a review of Internal Audit by the Audit Commission, Internal Audit is fully-compliant with the CIPFA Code of Practice for Internal Audit in Local government in UK.

The Internal Audit quality assurance programme comprises completion by auditees, post audit, of questionnaires for all audits and, biennially, completion of overall client satisfaction surveys by management. Please refer to Appendices 1C and 1D. It includes reviews of audit files by the Audit and Risk Manager before issue of final reports and external audit reviews of Internal Audit's work. It also includes an annual review of the effectiveness of Internal Audit by the Responsible Financial Officer.

The results of the Internal Audit quality assurance programme are used to improve the service provided by Internal Audit.

In terms of the post audit questionnaires the modal overall score from auditees for the year was 5 indicating very broad satisfaction with the audits undertaken. No audits were assessed at less than 4. This represents an improvement over the previous year where two audits had been scored at 3 and one at 2.

SUMMARY OF INTERNAL AUDIT WORK UNDERTAKEN 2010/11

Client	Assignment	Days Taken	Level of Assurance
Fundamental Systems	Capital Accounting	6.3	Substantial
Fundamental Systems	Administration of Housing & Council Tax Benefit	13.8	Substantial
Fundamental Systems	Accounting and Budgetary Control	8.8	Substantial
Fundamental Systems	Payroll and Staff Expenses	22.8	Substantial
Fundamental Systems	Housing Rent Collection	17.7	Moderate
Fundamental Systems	Housing Repairs & Maintenance	17.1	Moderate
Corporate Functions	Corporate Governance	6.0	Substantial
Corporate Functions	Performance Management	5.2	Substantial
Corporate Functions	Emergency Planning	7.9	Substantial
Corporate Functions	Business Continuity Management	7.9	Moderate
Joint Community Partnership	Partnership Working/Local Area Agreements	12.1	Substantial
Human Resources	Recruitment and Selection, Terms and Conditions	8.0	Substantial
Members' Services	Committee Services	9.4	Substantial
Members' Services	Electoral Registration	9.9	Substantial
Members' Services	Local Land Charges	9.7	Substantial
Customer & Information Services	Document management Centre	6.7	Substantial
ICT	Windows Server Operating System/VMware ESX	C/O	Substantial
ICT	ICT Capacity and Availability Management	C/O	Substantial
ICT	IT Change, Configuration and Release Management	C/O	Substantial
ICT	Business Applications – Archibus Property Management	0.1	Substantial
ICT	Civica OPENRevenues – IT Applications	15.0	Substantial

Client	Assignment	Days Taken	Level of Assurance
ICT	IT Applications – Email and Instant Messaging	7.1	Substantial
ICT	Planning, Building Control & Land Charges – IT Apps.	1.5	Substantial
Finance	Banking Arrangements	7.4	Substantial
Finance	VAT Accounting	11.5	Substantial
Housing Strategy	Housing Environmental Functions	7.3	Substantial
Housing Strategy	Gypsy and Traveller Sites	4.5	Moderate
Housing & Property Services	Management of Contracts	33.0	Moderate
Cultural Services	Royal Spa Centre	1.9	Substantial
Cultural Services	Town Hall Lettings	3.1	Moderate
Cultural Services	Open Spaces	0.3	Substantial
Cultural Services	Community Leisure Facilities	10.4	Moderate
Cultural Services	Arts and Heritage Development	9.8	Substantial
Cultural Services	Newbold Comyn Leisure Centre	2.0	Substantial
Cultural Services	St Nicholas Park Leisure Centre	1.8	Substantial
Cultural Services	Castle Farm Recr. Centre & Abbey Fields Swimming Pool	1.8	Moderate
Development Services	Development Control	7.1	Moderate
Development Services	Policy, Projects and Conservation	8.2	Moderate
Development Services	Economic Development	16.8	Substantial
Community Protection	Crime and Disorder	11.5	Substantial
Neighbourhood Services	Refuse Collection	6.0	Substantial
Neighbourhood Services	Grounds Maintenance	17.0	Substantial
Environmental Services	Bereavement Services	14.0	Moderate
		368.4	

C/O = Contracted Out

Key to Level of Assurance:

Level of Assurance	Definition
Substantial Assurance	There is a sound system of control but there is evidence of non-compliance with some of the controls.
Moderate Assurance	Whilst there is a basically sound system of control, there are weaknesses in the system that leaves some risks not addressed and there is evidence of non-compliance with some of the controls.
Limited Assurance	The system of control is weak and there is evidence of non-compliance with the controls that do exist.

APPENDIX 1B

OVERALL SUMMARY OF PERFORMANCE 2010/11

Performance Indicator	In-house Team	External Contractors	Overall for Service
Number of planned audits assigned	39	3	42
Number of planned audits completed	37	3	40
% assigned audits completed	94.9%	100.0%	95.2%
Number of audits completed within time allocation	18	N/A	18
% audits completed within time allocation	48.6%	N/A	48.6%
Number of days overspent (-) / underspent (+) on completed audits to date	-4.5	N/A	-4.5
% of days overspent (-) / underspent (+) on completed audits to date	-1.2%	N/A	-1.2%
Number of audit days – planned	388.0	N/A	388.0
Number of audit days – actual	368.4	N/A	368.4
Productive time as % of available time – target	79.0%	N/A	79.0%
Productive time as % of available time – actual	74.1%	N/A	74.1%
Number of audit reports issued on time	35	3	38
% audit reports issued on time	94.6%	100.0	95.0%

Post Audit Questionnaire

Audit:

Date of report:

Auditor:

Manager:

In order to help us improve our service we would be grateful if you would spend a few moments answering the questions below.

	Yes	No	Comments (if applicable)
Pre-audit consultation			
Were you given adequate notification of the audit?			
Were the scope and objectives of the audit discussed with you?			
Was the audit process explained to you adequately?			
The audit			
Was the audit work undertaken at an agreed and convenient time?			
Was the audit conducted in a proficient manner?			
Were the appropriate staff interviewed for the audit areas covered?			
Were interviews conducted in a professional manner?			
Were the findings discussed with the right staff?			
Was the audit completed within a reasonable timescale?			
Audit reporting			
Was the draft report produced within a reasonable timescale?			

	Yes	No	Comments (if applicable)
Were you given the opportunity to discuss the report with the auditor?			
If so, did you find the discussion useful?			
Was the discussion conducted in a professional manner?			
Were your views and comments presented adequately in the final report?			
Were the recommendations in the report practical and realistic?			
Was the report produced to a professional standard?			
Did the audit reveal any unknown weakness in the system?			
Do you feel that the audit was worthwhile and has added value to your work?			

On a scale of 1 to 5, 1 being "very dissatisfied" and 5 representing "very satisfied", please score your level of satisfaction with the audit in overall terms:

If you have any other comments that you wish to make about the audit please record them below:

Manager: _____

Date: _____

Please return the form to Richard Barr, Audit and Risk Manager, Finance.

INTERNAL AUDIT CUSTOMER SURVEY

Please complete the following short questionnaire. This will help us improve our service to you. It is intended to obtain your views in this way every two years.

On a scale of 0 - 10, where 0 = not all and 10 = completely, please record:

The extent to which the reviews undertaken by Internal Audit are useful to you:

The extent to which you are satisfied with the quality of advice given by Internal Audit:

The extent to which Internal Audit meets your needs:

By ticking the appropriate box, please indicate your rating, overall, of the service provided by Internal Audit:

Excellent	
Good	
Satisfactory	
Poor	

Please comment on the following matters:

What in your view are Internal Audit's strengths?

What in your view are Internal Audit's weaknesses?

What improvements, if any, would you like to see to the service provided by Internal Audit?

Please record any other comments that you would wish to make about Internal Audit:

Please record the following information concerning yourself and your relationship with Internal Audit:

Name: _____

Position: _____

Service: _____

Nature of relationship with Internal Audit (e.g. manager receiving audit report; member of staff being audited; working in partnership on project; Councillor involvement):

Please indicate, by ticking the appropriate box, how frequently you have contact with the Internal Audit:

A few times a year

About once a year

About every 3 years

Never

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Thankyou for providing your views. We will summarise these and inform you of the results. *Individuals will not be identified.*

Please return form to:

Richard Barr
Audit and Risk Manager
Finance