

SUMMARY OF RECOMMENDATIONS AND MANAGEMENT RESPONSES FROM INTERNAL AUDIT REPORTS
ISSUED QUARTER 3, 2010/11

Report Reference	Recommendation	Risk Rating¹	Responsible Officer	Management Response and Target Implementation Date
Payroll and Staff Expenses – 9 December 2010				
4.1.1	Amend the Code of Financial Practice to include reference to payments being made to Members as well as staff.	Low	Head of Finance	Agreed. This will be included during the next review of the Code of Financial Practice. December 2011.
4.1.2	The HR Handbook should be reviewed to ensure that all details are still relevant.	Low	HR Manager	A review of the HR Handbook has recently commenced and these issues will be addressed. April 2011.
4.2.2	Payments staff should be reminded of the need to ensure that a check of the details entered onto HRMS is performed, with the checklists being signed off to verify that this has been undertaken.	Low	Payments Manager	In future, an additional check will be performed prior to scanning the document. Any errors identified will be brought to the attention of the Payments Manager who will take action as appropriate. December 2011.

¹ 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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4.4.3	Payments staff should be reminded of the need to ensure that all forms being processed for payment have been authorised.	Low	Payments Manager	Agreed. Payments staff have now been reminded. Completed.
4.7.3	The establishment details held on the Snowdrop (HR) and HRMS (payroll) systems should be reconciled with any inconsistencies being investigated and resolved.	Medium	HR Manager	The Payments Manager has sent details from HRMS to HR following the implementation of the October 2010 increments to allow for checking to be performed against the Snowdrop system. The HR Manager advised that a cleansing of the establishment on Snowdrop is now underway and once this has been achieved, a decision can be taken over whether to continue with a standalone system or not. April 2011.
4.8.1	The need for formally classifying the data held on HRMS should be discussed with the ICT Services Manager.	Low	Payments Manager	Agreed. A meeting will be arranged with the ICT Services Manager to discuss this issue. December 2011.
Housing Repairs & Maintenance – 31 December 2010				
4.2.2 (1)	Electronic copies of all post-inspection selection reports should be retained in .pdf format and organised in appropriate network folders for future reference.	Medium	Repairs Manager	This recommendation will be taken to the IT Transformation Board to be included in the Project Plan as there is a facility on ActiveH Repairs to manage the post-inspection process. 31 July 2011.

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4.2.2 (2)	Checks should be made when generating post-inspection selection reports that the date periods follow on directly from those previously used to ensure no omissions.	Medium	Repairs Manager	This recommendation will be taken to the IT Transformation Board to be included in the Project Plan as there is a facility on ActiveH Repairs to manage the post-inspection process. 31 July 2011.
4.2.2 (3)	The configuration of post-inspection selection reports should be reviewed and amended as necessary to ensure that completions on work orders raised under prior year contracts are incorporated.	Medium	Repairs Manager	This recommendation will be taken to the IT Transformation Board to be included in the Project Plan as there is a facility on ActiveH Repairs to manage the post-inspection process. 31 July 2011.
4.3.2	The procedure for closing work orders in the MIS system when the related payment certificates have been released should be reviewed to determine the potential for automation of the process or more effective checks.	Medium	Property Manager	This recommendation will be taken to the IT Transformation Board and be included in the Project Plan. There is a facility in ActiveH Repairs release 5.9.0 that will automate the process of closing works orders. In the meantime a manual check of each payment certificate report will be made by the Technical Administration Team. 31 July 2011.
Corporate Governance – 31 December 2010				
No recommendations arising from audit.				

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Partnership Working/Local Area Agreements – 16 December 2010

3.2.8	Key partnerships requiring risk registers should be formally classified and risk registers obtained in accordance with the Annual Governance Statement.	Medium	Deputy Chief Executive	Key partnerships to be classified and risk registers developed. Will be actioned as part of the Annual Governance Statement work. May 2011.
3.2.8	The Operational Risk Registers should be reviewed and updated to ensure that partnerships not requiring separate risk registers are duly represented.	Medium	Heads of Service (co-ordinated by Deputy Chief Executive)	Owners of Risk Registers to be advised of the need to take account of partnerships in their Risk Registers. Audit and Risk Manager to make Risk Management Group aware. January 2011.

Recruitment and Selection, Terms and Conditions – 31 December 2010

4.4.4	Whenever possible, only staff that have been properly trained should be involved in the recruitment and selection process.	Medium	HR Manager	Recruiting managers should have attended the R&S course as a minimum and / or be accompanied by a suitably qualified member of HR team. Discretion of HR Manager in deciding HR qualifications and suitable experience. Ongoing.
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4.4.4	HR should consider amending the policy such that training is compulsory for staff involved in recruitment and selection.	Low	HR Manager	HR consider this as an ideal scenario and would work to ensuring this is possible in the majority of cases but would like the discretion that a judgement is made that adequate training has been achieved to ensure that this is not holding back recruitment or disadvantaging a service need. Ongoing.
4.5.2	The progress checklist should be amended to include confirmation that the post exists.	Low	HR Manager	The progress checklist is beyond the point at which this is questioned and therefore not amended. Agree that recruitment should not occur until the post is checked and exists on the establishment. Under support services review this process will be reviewed. All posts need authorisation from HoS and HR manager and Cllrs are advised currently in place.
4.5.3	The files of paperwork relating to new appointments should be stored securely with appropriate restricted access.	Medium	HR Manager	Agree – this has been addressed. Immediate.
4.5.5	HR should review the retention period for data, both hard copy and electronic, relating to unsuccessful applicants to ensure that it is not held for longer than necessary.	Medium	HR Manager	Agree – rota implemented. Immediate.

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4.5.7	HR should consider which personal data relating to former employees can justifiably be retained and dispose of the remainder.	Medium	HR Manager	Agree – have made staff aware of the audit and requirements and advised to 'cull' older files. Immediate.
Committee Services – 23 December 2010				
4.5.1	Review / re-perform risk assessment regarding the holding of public meetings.	Low	Senior Committee Services Officer	The Audit & Risk Manager will be invited to the Committee Services team meeting to discuss the issues. The team will then review the documents and produce revised versions. January 2011.
4.5.1	Provide training for Members regarding dealing with potential issues and difficult 'customers'.	Low	Senior Committee Services Officer	A 'Managing Conflict' course is being arranged by the Learning & Development Officer and current Members will be invited to attend this training. January 2011.
4.5.3	Review the operational risk register and publicise this to staff within Committee Services.	Low	Senior Committee Services Officer	The Audit & Risk Manager will be invited to the Committee Services team meeting to discuss the issues. The team will then review the documents and produce revised versions. January 2011.

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4.5.5	The holding of committee papers and video recordings should be examined to ensure that this is undertaken in accordance with the data handling policy.	Low	Senior Committee Services Officer	This has been discussed with the ICT Services Manager. The outcome was that the recordings procedure needs to be updated so that recordings of confidential items need to be marked as 'Personal Protect' and copies made are encrypted. These changes have been actioned. Complete.
VAT Accounting – 31 December 2010				
4.6.5	The second member of staff able to prepare and submit the monthly return should be instructed to be able to submit the return on line.	Medium	Assistant Accountant	The instructions on how to prepare the VAT return have been amended to include details of how to file the return on-line. The intention is for the second staff member to prepare the February 2011 return and file it online. March 2011.
4.6.5	The monthly return should be prepared and submitted by another member of staff at least annually.	Medium	Head of Finance / Assistant Accountant	It has been agreed with the member of staff responsible for checking the return that they should prepare and submit the return themselves once a year. The Strategic Finance Manager regularly checks the Key Returns spreadsheet and will monitor who signs off. March 2011.

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4.8.7	In the longer term The VAT manual should be reviewed, updated and relaunched in order to provide guidance to staff on the administration of VAT.	Low	Strategic Finance Manager / Assistant Accountant	This item is included as a Performance Target within the Assistant Accountant's Performance Appraisal. It's implementation has been delayed because of on-going work pressures within the Accountancy Section. To be included in 2011-12 TOP and appraisal. March 2012.
4.8.7	In the meantime the VAT manual on the intranet should be repositioned onto the Finance Home Page.	Low	Assistant Accountant	Assistant Accountant to arrange for this to be done. March 2011.
4.8.7	The spreadsheet containing details of the VAT treatment of income should be issued to senior managers for them to forward to relevant members of their staff.	Low	Assistant Accountant	Spreadsheet will be sent to SMT by e-mail once it has been checked for any errors. March 2011.
Arts and Heritage Development – 22 December 2010				
5.1	Arts Development Grant determinations should be formally signed off by the Heritage and Arts Manager as proof of authorisation.	Low	General Manager (Royal Spa Centre)	With line management of ADO now falling to GM (RSC), grant determinations are now agreed between these two officers and the decisions advised to H&A Manager for any comment prior to grant applicants being informed. Implemented Feb 2011.

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Refuse Collection – 31 December 2011				
4.1.8	Customer satisfaction surveys should be performed on an annual basis, as per the contract specification.	Low	Contract Services Manager	The Contract Services Manager will check with relevant staff to see if other 'corporate surveys' are being performed that may cover this area. If not, a survey will be performed. April 2011.
4.2.3	The contingency plans should be formally documented.	Medium	Contract Services Manager	Agreed. The contingency plans that are in place will be formally documented. April 2011
Grounds Maintenance – 23 November 2010				
4.4.9	An evaluation of the GM management software, Confirm, should be carried out in order to demonstrate its value and if an in-house alternative is a possibility.	Medium	Contract Services Manager	There is currently an LDP intervention underway on tree maintenance. It is envisaged that the review of Confirm will be included within the scope of the review. June 2010.
4.4.9	Individual access to Confirm and the privileges granted should be reviewed to ensure that they are all necessary and set at an appropriate level.	Medium	Contract Services Manager	System administration is still mainly carried out by an officer in Culture. We will request that the privileges are reviewed and amended as necessary. January 2011.

Report Reference	Recommendation	Risk Rating¹	Responsible Officer	Management Response and Target Implementation Date
4.14.3	Evidence of current insurance cover should be obtained and confirmed with the Insurance Officer.	Medium	Contract Manager	Current Certificate handed to Insurance Officer on 29 th of November. December 2010.
4.14.3	Responsibility for obtaining evidence of cover on an annual basis should be assigned to an appropriate member of staff.	Medium	Contract Services Manager	To be agreed between Glendale and the supervising officer to provide appropriate documentation every year. December 2010.