

**INTERNAL AUDIT PROGRESS REPORT**

**Cabinet Member** Cllr Neal Davey  
**Responsible Officer** Audit Team Leader

**Reason for Report:** To update the Committee on the work performed by Internal Audit for the 2014/15 financial year.

**RECOMMENDATION(S):** The Committee notes the contents of this report.

**Relationship to Corporate Plan:** Effective Internal Audit plays a fundamental role in assisting the Council to deliver its corporate and improvement plan.

**Financial Implications:** None

**Legal Implications:** None

**Risk Assessment:** None

**1.0 Introduction**

1.1 The four-year strategic audit plan for 2014/15 to 2017/18 and annual work plan for 2014/15 were presented to the Audit Committee at its meeting on 11 March 2014, where they were approved.

1.2 The purpose of this report is to provide the Committee with a progress report on performance against the 2014/15 Internal Audit work plan for the period from 1 April 2014 to early September 2014.

**2.0 Progress to date and scope of audit activities**

2.1 The Audit Plan is split into the following sections:

- Core Audits
- Systems Audits
- Other Work (including fraud/ irregularity/ consultancy/contingency)

2.2 Core Audits

2.2.1 The Core Audits are given priority as they cover the Council's key financial controls or are areas where the level of income is material in the context of the Council's annual accounts. These audits are required to be carried out on an annual basis as part of the risk based audit process with the exception of Trade Waste and Car Park Income which are carried out alternately.

2.2.2 The Core Audits will not be commenced until the third quarter of 2014/15, in accordance with the Internal Audit Work Plan, when the auditor who is on maternity leave is expected to return.

## 2.3 Systems Audits

2.3.1 Systems Audits have been completed for Repairs & Maintenance, Contracts, Economic Development & Industrial Rents, Gazetteer Management Service, Leasing & Asset Management and Data Protection. The opinions are included in full in section 3.0 below.

## 2.4 Other Work

2.4.1 The Internal Audit team continue to audit and report on performance and risk using the Spar system and present the quarterly corporate performance and risk reports to PDGs and Committees.

2.4.2 Data quality checks continue to be carried out on committee and other reports as requested.

2.4.3 1 Auditor sat on a job evaluation panel and the Audit Team have carried out 2 investigations so far this year. No consultancy work has been carried out in the last 2 months so as to concentrate on the audit plan.

## 2.5 Performance Indicators

As at end of August the Internal Audit PIs are as follows:

	Current	Target
Core	0%	0%
System	55%	60%

## 3.0 **Audit Opinions**

The following opinions have been issued since the last report:

### 3.1 **Economic Development and Industrial Rents**

3.1.1 The current tenants of the Council owned Industrial Units and HRA shops all pay their rent on a timely basis and there has only been one rent write off recently which was caused by a business becoming insolvent. Historically, the occupancy rates for Council owned commercial properties have been very high. When a new tenant applies for a lease, bank status enquiries are requested along with two trade references which is good credit management practice.

3.1.2 There is clear evidence that rents are reviewed and that they are compared to the market value of similar properties every 5 years by a qualified Chartered Surveyor. The Estates Manager also confirmed that the Industrial units were inspected in 2013 by an external company of Structural & Civil Engineers, and they found that the buildings were structurally sound, and had made recommendations for only minor issues.

3.1.3 The Economic Development Manager has a wide ranging knowledge and engages with local businesses providing business support and advice when

requested and has worked hard to establish good relationships with tenants of the Commercial properties.

- 3.1.4 However, there are areas of the letting process where there seems to be significant duplication of duties between departments, particularly where record keeping is concerned; to improve efficiency it would be prudent to keep all of the relevant information on one database. With this in mind, the option of all the information being kept on the CAPS system should be considered. Utilising workflow function within the system should be explored and developed for a more automated system of reminder dates; this would ensure key dates are not missed.
- 3.1.5 With the responsibility for the administration of the leases for the Commercial Properties passing to the Estates Section, this would seem a good opportunity to rationalise the process. The timetable for the handover of responsibility for this process is by the end of September 2014.
- 3.1.6 There does appear to be some overlap with the services currently provided by an external business advisor and the responsibilities of the new Economic Development Officer's job description, in terms of offering advice and support to businesses. The contract is due to be re-tendered by the end of October, so this should be taken into account when the specification for the service is considered.
- 3.1.7 It is the overall opinion of the auditor that the Economic Development System is adequately controlled.

## **3.2 Gazetteer Management Service**

- 3.2.1 The Gazetteer Management System (GMS) is maintained in accordance with a British Standard (BS 7666) and national guidelines produced by a working group (under the steer of GeoPlace) comprised of experienced volunteer LLPG Custodians.
- 3.2.2 MDDC has also signed a Data Co-operation agreement with GeoPlace LLP which details the data sharing agreement and guidelines between local authorities, Ordnance Survey and users included in the Public Sector Mapping Agreement (PSMA – which is the agreement between OS and the Secretary of State for Business, Innovation and Skills).
- 3.2.3 The agreements and guidelines ensure that GMS is highly regulated and needs to achieve very high standards in order to be considered as a Gold Standard Service. In all of the criteria which are measured, an authority needs to attain levels of at least 99% accuracy when matching with other data sources such as the Valuation Office Agency; the fact that the section has received the Gold Award Standard annually since 2010 is testament to the highest standards maintained by the section.
- 3.2.4 It is the overall opinion of the auditor that GMS is well controlled.

## **3.3 Data Protection and Information Security**

- 3.3.1 Many of the recommendations from the last Audit in 2011 have since been addressed, and any which haven't been implemented have been revisited as part of this Audit. The Head of ICT's job title has changed to Head of Business Information Systems, which recognises the fact that it is not exclusively digital information that is subject to this legislation.
- 3.3.2 The system of monitoring computer users (employees) acceptance of any of the mandatory Council policies including the DPP and Information Security policies is well controlled. ICT procedures do not allow new employees any access to Council systems or Outlook until the courses relating to these policies are completed using the on-line induction process. Also, the new software which is now being used (INSIGHT) is able to generate and send weekly reminders to staff when a policy is updated or an on-line course needs to be completed.
- 3.3.3 However, there is still an ongoing problem proving and monitoring that employees who are non-computer users are reading and accepting these policies. There seems to be a common misconception that the Data Protection Policy and Information Security only affects and applies to computer users, but this is not the case. It applies to *all* personal data, however it may be stored or used and there is always the possibility that non computer users may come into possession or contact with sensitive personal information.
- 3.3.4 There are currently a number of Councillors who have not accepted any of the Council policies, in particular the Data Protection Policy and the Information Security Policy. This is considered to be a significant risk considering that Councillors are in regular contact with their constituents, and potentially may be acquire personal sensitive information in the course of their duties.
- a. It is recognised that Councillors cannot access the on-line courses from home unless they have a Citrix key fob, which means they have to come into the Council Offices to be able to complete the courses. This issue aside, there is a potential risk that Councillors and employees who have not read and accepted these policies may mishandle personal sensitive information as they are unaware of the provisions in these documents. This could ultimately lead to a security breach and a monetary penalty of up to £500k for the Council; in addition the Information Commissioners Office may impose a fine.
- 3.3.5 It is the overall opinion of the auditor that the Data Protection Policy and Information Security policy system is well controlled for computer-using employees; however it is poorly controlled for non-computer users and Councillors.

#### **3.4 Leasing and Capital Asset Management**

- 3.4.1 It is evident that every effort is made to utilise our assets efficiently with the installation of solar panels on corporate buildings and housing stock, creation of increased usable floor space in Leisure Centres etc.
- 3.4.2 The process of tendering for quotes in respect of Finance leases is done through an Agent and there is a clear audit trail for this process.

- 3.4.3 However the adherence to the financial regulations by some managers to involve their Service Accountant in the decision on whether to lease or purchase an asset is not evident in some cases. The Finance department is sometimes being involved at a late stage with the decision to lease an asset having already been made or even after a lease agreement has already been signed. This means that there is a risk that MDDC may not be making the best financing decisions. The Financial Regulations need to be adhered to better; this is the responsibility of individual Service Managers, however it is the responsibility of the Head of Finance to enforce the regulations and a monitoring process needs to be put in place.
- 3.4.4 It is the overall opinion of the auditor that Leasing and Asset management is adequately controlled.

#### **4.0 Conclusion**

- 4.1 All the post audit surveys for systems audits sent out have come back “very satisfied” or “satisfied” so far.

#### **4.3 Outstanding Recommendations**

Summary audit reports for the various areas showing progress to date for outstanding recommendations follow.

**Contact for more Information:** Catherine Yandle, Audit Team Leader, x4975  
**Circulation of the Report:** Management Team and Cllr Neal Davey  
**List of Background Papers:** None

## Audit Report - EH

Annual report for 2014-2015

Arranged by Service

For Paul N Williams

Filtered by Performance Status: Include Project Status: Milestone Missed, Behind schedule

Exclude Project Status: Cancelled, No Data available, On / ahead of schedule, Completed and evaluated

### Key to Performance Status:

Projects:		No Data available	Milestone Missed	Behind schedule	On / ahead of schedule	Completed and evaluated
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## Audit Report - EH

<b>Service: Fleet Management</b>		<b>Head of Service: Paul N Williams</b>			<b>Portfolio: Working Environment and Support Services - Cllr Brenda Hull</b>	
<b>Projects</b>						
Project Status	Objective	Project End	Last Review Date	Achieved	Arising	Officer Notes
Milestone Missed	<u>Carry out annual driving licence checks in accordance with Pool Vehicle Policy</u>	28/02/2014 (due)				The Authorised Drivers Lists is held on CRM, for the majority of drivers the annual driving licence checks are now overdue. (CY)
Milestone Missed	<u>Clarify training use of Pool Cars is allowed in Policy now training and casual mileage rates are the same</u>	31/03/2014 (due)				Casual Mileage is still being claimed for training mileage even now it is the same rate for all mileage. Policy and rates are at odds with each other. (CY)

<b>Service: Management Team</b>	<b>Head of Service: None</b>	<b>Portfolio: n/a</b>
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<b>Audit Report - EH</b>						
<b>Service: Management Team</b>		<b>Head of Service: None</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
Milestone Missed	<b><u>Produce a business plan or structure of works for the area of Corporate Health &amp; Safety</u></b>	31/03/2014 (due)	09/01/2014	Requirement included in H & S advisor JD	2014/15 business plan needs to be submitted to MT in March	During testing, a Business Plan could not be found for Corporate Health & Safety. (SK)

<b>Service: Waste Management</b>		<b>Head of Service: Paul N Williams</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
Milestone Missed	<b><u>Send Trade Waste advertising leaflets to all new NNDR customers.</u></b>	31/03/2014 (due)				Sending Trade Waste advertising to new NNDR customer could source extra business. The additional bonus is that the Council would have an opportunity to target the new business before other companies even knew about the new customer. (SK)
Milestone Missed	<b><u>Work on increasing the customer base and increasing income.</u></b>	31/03/2014 (due)				As part of testing the customer base was compared to last times audit and there was a net loss of 49 customers. (SK)

<b>Audit Report - EH</b>						
<b>Service: Waste Management</b>		<b>Head of Service: Paul N Williams</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
Milestone Missed	<b><u>The period and basis of discounts given should be recorded in the customers file.</u></b>	31/03/2014 (due)				It was found that a couple of the samples had been given a discount but there was no record/note held to explain the basis on why the discount had been awarded. (SK)
Milestone Missed	<b><u>Ensure that the Trade Waste Collection Agreement states an effective date and that the invoice period ties in with the effective date.</u></b>	31/03/2014 (due)				During testing it was found that there is not always an effective date on the Trade Waste Collection Agreement. (SK)
Milestone Missed	<b><u>The practise of raising invoices for internal charges should cease and any internal 'payments' should be done using the Internal Transfer method (i.e. journal entry) authorised by the department incurring the expenditure.</u></b>	31/03/2014 (due)				The process of charging other Mid Devon Services for Trade Waste was to raise an invoice. This is a costly and time consuming process when it would be far more efficient to raise an Internal Transfer (journal) for the process. (SK)
Milestone Missed	<b><u>Ensure that any outstanding debt is paid before a service is resumed, after</u></b>	31/03/2014 (due)				During testing it was found that there was an instance where a customer account



<b>Audit Report - EH</b>						
<b>Service: Waste Management</b>		<b>Head of Service: Paul N Williams</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
	<u>suspension for non-payment of invoices.</u>					was taken off of suspend before receiving money from the customer to reduce the debt. (SK)
Milestone Missed	<u>Ensure that suspensions are applied promptly, if no payment has been received, on expiry of the 2nd reminder letter.</u>	31/03/2014 (due)				It was found that there is a delay with suspensions being implemented after the expiry of the 2nd reminder. (SK)
Milestone Missed	<u>Don't publish prices on the website, give individual quotes.</u>	31/03/2014 (due)				The Trade Waste and Trade Waste Recycling collection prices are advertised on the Council website. During a benchmarking test it was found that other organisations do not advertise the prices which could give them a commercial advantage. (SK)
Milestone Missed	<u>Increase the area for collections to at least the Mid Devon Council area, with a view to eventually expanding outside the Mid Devon area.</u>	30/06/2014 (due)				The Trade Waste Recycling service is limited to collections in the areas of Cullompton, Tiverton and Willand. (SK)
Milestone	<u>Update the</u>	31/03/2014				When looking at

<b>Audit Report - EH</b>						
<b>Service: <u>Waste Management</u></b>		<b>Head of Service: Paul N Williams</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
Missed	<u>website to address discrepancies listed on Appendix A.</u>	(due)				the Trade Waste area on the Mid Devon District Council Website there were several changes required to bring the information up to date for customers. (SK)

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## Audit Report - Finance

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Arranged by Service

For Andrew Jarrett

Filtered by Performance Status: Include Project Status: Milestone Missed,  
Behind schedule

Exclude Project Status: Cancelled, No Data available, On / ahead of  
schedule, Completed and evaluated

### Key to Performance Status:

Projects:		No Data available	Milestone Missed	Behind schedule	On / ahead of schedule	Completed and evaluated
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## Audit Report - Finance

Service: Management Team	Head of Service: None	Portfolio: n/a
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### Projects

Project Status	Objective	Project End	Last Review Date	Achieved	Arising	Officer Notes
Behind schedule	<u>Refer the issue of referral (to other Service areas) to the Corporate Debt Working Group for a definitive decision to be made on process, timeframes and appropriate recovery action according to the type/amount of debt as well as whether there are</u>	30/04/2014 (due)	12/09/2014	On-going. Head of Finance to discuss more at Corporate Debt Group.		Recovery/Miscellaneous Income Assistant chases payments regularly when a debt is residing with Recovery. The problem and delays occur when the debt is referred elsewhere; these delays may be detrimental to debts' recoverability (NC)

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**Audit Report - Finance****Service: Management  
Team****Head of Service:  
None****Portfolio: n/a****Projects**

Project Status	Objective	Project End	Last Review Date	Achieved	Arising	Officer Notes
	<u>multiple debts.</u>					

**Service: Procurement****Head of Service:  
Andrew Jarrett****Portfolio: n/a****Projects**

Project Status	Objective	Project End	Last Review Date	Achieved	Arising	Officer Notes
Behind schedule	<u>Put contracts in place where spend is over £50,000 in a year in accordance with the Financial Rules.</u>	31/05/2014 (due)	12/09/2014	this will be addressed where applicable. Resources being put in place to help in the absence of Corporate Procurement Manager. Target date of 01/10/14		During testing it was found that for 4 out of the 5 samples (for annual spend over £50,000) there was not a contract in place.  Although, it did appear that quotations were being obtained for the works with values above £10,000. (SK)
Behind schedule	<u>Ensure that the supplier spend monitoring process resumes as soon as possible to ensure that the Council obtains the best prices and value for money.</u>	31/08/2014 (due)	12/09/2014	this will be addressed where applicable. Resources being put in place to help in the absence of Corporate Procurement Manager. Target date of 01/10/14		The Financial Regulations state that where the total spend with a supplier exceeds £50K per year, a contract should be executed in line with the tender process. Although there is evidence that the supplier spend review process has started, and it is

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<b>Audit Report - Finance</b>						
<b>Service: Procurement</b>		<b>Head of Service: Andrew Jarrett</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
						on the Procurement Work Plan, the current status is 'on hold' and it is unclear when this will resume. (NC)

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## Audit Report - Housing

Annual report for 2014-2015

Arranged by Service

For Nick Sanderson

Filtered by Performance Status: Include Project Status: Milestone  
Missed, Behind schedule

Exclude Project Status: Cancelled, No Data available, On / ahead of  
schedule, Completed and evaluated

### Key to Performance Status:

Projects:		No Data available	Milestone Missed	Behind schedule	On / ahead of schedule	Completed and evaluated
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Audit Report - Housing						
Service: Housing Services		Head of Service: Nick Sanderson			Portfolio: n/a	
Projects						
Project Status	Objective	Project End	Last Review Date	Achieved	Arising	Officer Notes
Behind schedule	<u>Plan &amp; resources in place, concentrating on top 2 priorities. (SON 1 &amp; 2)</u>  <u>Additional funding has been allocated to reduce the backlog and increase the resource from 1.5 to 3 properties a week</u>	31/03/2014 (due)	12/09/2014	Officers are continuing to identify and complete the work on the top 2 priorities backlog. This backlog work will be completed by 31/03/2015		
Behind schedule	<u>Investigate developing the Homelessness database to incorporate B&amp;B and</u>	31/03/2014 (due)	12/09/2014	Main database is now up and running but B&B removals and Storage needs further		During testing it was established the financial information for the DARs
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<b>Audit Report - Housing</b>						
<b>Service: Housing Services</b>			<b>Head of Service: Nick Sanderson</b>		<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
	<u>storage &amp; removal invoices from eFinancials (sales and purchase ledger invoices) and housing benefit receipts from Northgate to record against applicant accounts</u>			work with ICT. This work is within the ICT workplan and will be looked at upon completion of the digital transformation project		payments is now being interfaced into the Homelessness database. However, the financial information in respect of the B&B invoices is manually recorded on a spreadsheet against the applicants account number, and is not currently automatically transferred. (NC)
Behind schedule	<u>Ensure entries to transfer funds from Private Sector Renewal (PSR) to repairs are done promptly</u>	30/06/2013 (due)	12/09/2014	Internal invoices are raised on a monthly basis, however the transfer of funds is still not being dealt with promptly. Officers are currently reviewing the aids and adaptations process and have identified improvements both with the application process and		Only one of the sample (out of 10) was done. This is still showing as a commitment even though it is internal. Outstanding commitments date back as far as 2011/12 on MDDC properties. £127K was transferred from commitments to actual as

<b>Audit Report - Housing</b>						
<b>Service: Housing Services</b>		<b>Head of Service: Nick Sanderson</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
				subsequent time frame in carrying out the repairs. The new processes are due to commence in October 2014.		period 13 journals (CY)
Behind schedule	<b><u>PSR should get quotes from Housing Building services for private sector work as a sub-contractor</u></b>	31/12/2013 (due)	12/09/2014	This will be reviewed once the restructuring of the Environmental Health Service has been completed.		This will be reviewed once the restructuring of the Enviromental Health Service has been competed. (NC)
Behind schedule	<b><u>Carry out and document formal risk assessments for Standby working.</u></b>	31/10/2013 (due)	12/09/2014	Officers are currently carrying out their risk assessments. They will be completed by December 2014.		No formal risk assessments have been drawn up specifically for the standby function although risks have been identified (ZL)

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## Audit Report - HR & Development

Annual report for 2014-2015

Arranged by Service

For Jill May

Filtered by Performance Status: Include Project Status: Milestone Missed,  
Behind schedule

Exclude Project Status: Cancelled, No Data available, On / ahead of  
schedule, Completed and evaluated

### Key to Performance Status:

Projects:		No Data available	Milestone Missed	Behind schedule	On / ahead of schedule	Completed and evaluated
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Audit Report - HR & Development						
Service: Human Resources		Head of Service: Jill May			Portfolio: n/a	
Projects						
Project Status	Objective	Project End	Last Review Date	Achieved	Arising	Officer Notes
Behind schedule	<u>Provision for reviewing and recording drivers' insurance details consistently and in a centralised manner should be agreed and included in the Transport Policy. (see 2.4 below)</u>	31/03/2014 (due)	12/09/2014	New Waste/Transport Manager commenced employment 01/09/14. Working with him to bring Transport Policy which should address this by 31/03/15.		Casual drivers self-certify that they are covered for business mileage as part of their expenses claim form but there is no physical evidence and anecdotal evidence suggests there is not enough attention drawn to this and that compliance is weak in practice. (CY)
Behind schedule	<u>Consider schedule of fixed mileages for selected journeys</u>	31/03/2014 (due)	12/09/2014	Work in progress. Schedule has been done, but now needs to be set up on Aurora		For example if travel to Cullompton /Exeter is made by A396 instead of M5 my calculations
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<b>Audit Report - HR &amp; Development</b>						
<b>Service: Human Resources</b>		<b>Head of Service: Jill May</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
	<u>e.g. Phoenix House to County Hall, CVSC to Phoenix House.</u>			(payroll) System.		indicate MDDC would save approximately £20k a year. (CY)
Behind schedule	<u>Implement robust induction procedure for all non-computer users.</u>	31/08/2014 (due)	12/09/2014	Due to implementation of new HR system, this has now slipped. Estimated date for completion 31/12/14		The checklists and instructions for service managers were also to be updated by 31 December 2011 (to improve the induction procedure for non-computer users). (CY)
Behind schedule	<u>(i) Look at the Human Resources Policy section on SharePoint and make it more user friendly for employees. (ii) Combine policies for employees and managers</u>	31/03/2014 (due)	12/09/2014	Being reviewed by the Head of HR. New target date of 31/12/14		The Human Resources Policies were reviewed on SharePoint to establish whether all the relevant information and guidance was readily available for staff in relation to Sickness Absence and Special leave. Most of the policies had separate guidance for Managers and employees. (SK)
Behind schedule	<u>Investigate whether the expiry date of drivers' insurance can be</u>	31/03/2014 (due)	12/09/2014	Still implementing system so this will be addressed as soon as		HR has got a process to chase up essential car users for their insurance documents; an e-
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<b>Audit Report - HR &amp; Development</b>						
<b>Service: Human Resources</b>		<b>Head of Service: Jill May</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
	<u>included along with valid driving licence details on the new HR/Payroll system</u>			possible. New target date of 31/12/14		<p>mail is sent to the driver when the insurance has expired to ask them to complete the form and get their line manager to check their insurance and original licence documentation.</p> <p>However only one chase up e-mail could be provided as evidence and the process relies on reports from the diary reporting tool on the old HR system and spreadsheets (CY)</p>
Behind schedule	<u>Work towards a target level more in line with the South West average.</u>	30/04/2014 (due)	12/09/2014	This is currently being reviewed. New target date of 31/03/15		<p>The performance indicator used for monitoring working days lost due to sickness absence was looked at on the SparNet system. The National statistics for sickness levels in the UK was obtained and compared with MDDC. The UK average is 1.8% of time per employee. The South West average is 2% and MDDC's current average is 3.1%. Sickness set at 8 days is currently</p>

<b>Audit Report - HR &amp; Development</b>						
<b>Service: Human Resources</b>		<b>Head of Service: Jill May</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
						costing the Council £335,750 (£11,191,680 x 0.03) if we could work towards the South West average of 2% the cost would be £223,833 (£11,191,680 x 0.02), this would be a cost saving of £111,917. (SK)
Behind schedule	<b><u>Line Managers must be reminded to ensure that all employees sign and return their Code of Conduct form to HR as per the induction check list. HR need to monitor that the induction check list has been completed and returned to them, and check that all the relevant forms are on file.</u></b>	31/03/2014 (due)	12/09/2014	Being addressed via My View . New target of 31/12/14		It was found that only 6 out of the 8 employees sampled had returned their signed copy of the code of Conduct for Local Government Employees. This is not being monitored and employees are not being chased up for these forms. (ZL)

<b>Audit Report - HR &amp; Development</b>						
<b>Service: Human Resources</b>		<b>Head of Service: Jill May</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
Behind schedule	<b><u>Make the process more robust by ensuring the policy for managers is more prescriptive and less subjective.</u></b>	01/04/2014 (due)	12/09/2014	Policy will be out for consultation shortly and should be in place by 31/10/14		During testing it was identified that HR are following their Sickness and Absence policy well, although the process is less robust when managers decide not to take the recommended course of action advised by HR, especially in respect of frequent minor ailments (SK)

<b>Service: Leisure Services</b>		<b>Head of Service: Jill May</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
Milestone Missed	<b><u>If no reliance is to be placed on the “declared figure and as the bankings are closer to the “calculated” figure one of 2 actions needs to occur.</u></b> <b><u>a) Don’t bother with the declared figure</u></b> <b><u>b) Check that it is correct and reconcile bankings to</u></b>	31/03/2013 (due)	03/01/2013 (overdue)	This is under investigation by ICT We will continue to monitor		When the takings are cashed up a declared figure is entered by the cashier for each payment method. The xN system calculates a figure based on what has been entered into the till for the day and the two are compared producing a variance. The accountant agrees the

<b>Audit Report - HR &amp; Development</b>						
<b>Service: Leisure Services</b>		<b>Head of Service: Jill May</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
	<u>that figure instead of "calculated" and record unders/overs declared</u>					bankings to the calculated figure not the declared figure and no record is made of the unders and overs declared on the Cascade prints. (ZL)

<b>Service: Management Team</b>		<b>Head of Service: None</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
Behind schedule	<u>If responsibilities are reduced the JE process must be brought into play</u>	31/03/2014 (due)	12/09/2014	Head of HR to bring up again at Pay and Grading.		Several members of staff have reduced their hours and/or responsibilities as part of their agreed retirement plans. Not one has had their position JE'ed even though their role may have changed e.g. they may have handed over responsibility for staff/duties. (SK)
Behind schedule	<u>Change the sickness reporting to service unit rather than Head of service so that information is more meaningful.</u>	30/04/2014 (due)	12/09/2014	On HR work list to do. New target date of 31/05/15		During testing it was found that sickness is reported by Head of Service rather than service units, which makes identifying sickness/sickness

<b>Audit Report - HR &amp; Development</b>						
<b>Service: Management Team</b>		<b>Head of Service: None</b>		<b>Portfolio: n/a</b>		
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
						trends for individual services impossible. (SK)
Behind schedule	<u>Investigate the possibility of having all of the mandatory courses including the induction training, transferred on to one system to prevent overlap of courses and confusion. This would enable better monitoring of H &amp; S courses completed.</u>	08/09/2014	08/09/2014	new system in place and policies and courses are being built and not likely to be completed until June 2015		During testing it was found that there are several systems used to cover training and induction which causes there to be overlap in some areas and gaps in others. Having this system in place also makes it very hard to monitor. (SK)

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## Audit Report - ICT

Annual report for 2014-2015

Arranged by Service

For Christina Cross

Filtered by Performance Status: Include Project Status: No Data available, Milestone Missed, Behind schedule

Exclude Project Status: Cancelled, On / ahead of schedule, Completed and evaluated

### Key to Performance Status:

Projects:		No Data available	Milestone Missed	Behind schedule	On / ahead of schedule	Completed and evaluated
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Audit Report - ICT						
Service: I C T		Head of Service: Christina Cross		Portfolio: n/a		
Projects						
Project Status	Objective	Project End	Last Review Date	Achieved	Arising	Officer Notes
Behind schedule	<u>Ensure Policy review programme is followed and completed</u>	31/12/2013 (due)	08/09/2014	Policies are in the process of being reviewed		The list of policies from 2011/12 were reviewed and checked against the review programme agreed with Member services. Several policies are overdue for review. (CY)
Behind schedule	<u>Ensure that the discrepancy causing the figure labelled 'Difference between reports' is rectified</u>	31/07/2012 (due)	08/09/2014	software fix has been applied and awaiting testing by Leisure		When looking at the reconciliation process it was found that under the xN part of the reconciliation there was a figure labelled 'difference between reports'. After speaking with the Exe Valley Leisure Centre Manager it
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<b>Audit Report - ICT</b>						
<b>Service: I C T</b>		<b>Head of Service: Christina Cross</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
						was found that this difference is being caused when there is an amendment made to a block booking. This issue needs to be looked into and rectified. (ZL)
Behind schedule	<b><u>Get Cascade to correct the reconciliation report columns</u></b>	31/05/2013 (due)	08/09/2014	software fix has been applied and awaiting testing by Leisure		The declared column on the Cascade reconciliation report is the calculated figure on the Cash up report and vice versa. (SK)

<b>Service: Management Team</b>		<b>Head of Service: None</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
Behind schedule	<b><u>Investigate the possibility of having all of the mandatory courses including the induction training, transferred on to one system to prevent overlap of courses and confusion. This would enable better</u></b>	08/09/2014	08/09/2014	new system in place and policies and courses are being built and not likely to be completed until June 2015		During testing it was found that there are several systems used to cover training and induction which causes there to be overlap in some areas and gaps in others. Having this system in

<b>Audit Report - ICT</b>						
<b>Service: Management Team</b>		<b>Head of Service: None</b>		<b>Portfolio: n/a</b>		
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
	<u>monitoring of H &amp; S courses completed.</u>					place also makes it very hard to monitor. (SK)

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## Audit Report - Planning

Annual report for 2014-2015

Arranged by Service

For Jonathan Guscott

Filtered by Performance Status: Include Project Status: Milestone  
Missed, Behind schedule

Exclude Project Status: Cancelled, No Data available, On / ahead of  
schedule, Completed and evaluated

### Key to Performance Status:

Projects:		No Data available	Milestone Missed	Behind schedule	On / ahead of schedule	Completed and evaluated
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Audit Report - Planning						
Service: <u>Development Management</u>		Head of Service: Jonathan Guscott			Portfolio: n/a	
Projects						
Project Status	Objective	Project End	Last Review Date	Achieved	Arising	Officer Notes
Milestone Missed	<b><u>Must ensure all officers reports are signed off.</u></b>	31/10/2013 (due)				The process for signing off planning decisions is for the person with delegated powers to sign off the officer's report. During testing it was found that for 4 out of 20 samples the officer's report had not been signed off. (SK)
Milestone Missed	<b><u>Draft reports must be signed off by an officer who has relevant delegated powers.</u></b>	31/10/2013 (due)				During testing it was found that 4 out of 20 draft reports had not been signed off During the exit interview the DM Professional Services Manager clarified that the
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<b>Audit Report - Planning</b>						
<b>Service: Development Management</b>		<b>Head of Service: Jonathan Guscott</b>			<b>Portfolio: n/a</b>	
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
						Officers report is the most important document that needs signing off and not the draft report. (SK)
Milestone Missed	<b><u>Ensure that completed cases are closed on the CAPS system in a timely manner.</u></b>	31/03/2014 (due)				During testing it was found that 7 out of 20 cases were pending. 2 out of the 7 should have been closed down on the CAPs system but had not been done. (SK)
Behind schedule	<b><u>Resume quarterly reporting of performance to the Planning Committee.</u></b>	30/11/2013 (due)	12/05/2014	First 2 quarters 2013/14 were reported on 4 December 2013		The Planning Committee Agendas were checked for performance reports; the last time Performance was on the agenda was in January 2013. (SK)
Milestone Missed	<b><u>Work on improving the timescale for planning decisions to ensure that they are made within the target or agreed deadline.</u></b>	31/03/2014 (due)				During testing it was found that 5 out of 20 planning decisions did not meet the planning target deadline. (SK)
Milestone Missed	<b><u>Ensure there are written</u></b>	30/11/2013 (due)				During testing it was found that
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<b>Audit Report - Planning</b>						
<b>Service: <u>Development Management</u></b>		<b>Head of Service: Jonathan Guscott</b>		<b>Portfolio: n/a</b>		
<b>Projects</b>						
<b>Project Status</b>	<b>Objective</b>	<b>Project End</b>	<b>Last Review Date</b>	<b>Achieved</b>	<b>Arising</b>	<b>Officer Notes</b>
	<u>procedures in place for all aspects of the scheme of delegation</u>					there is no clear procedure in place for documentation sign off. (SK)

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