

AGENDA ITEM: 13 Page nos. 197-296

Meeting	Audit Committee
Date	31 August 2005
Subject	Internal Audit Annual Report 2004-5
Report of	Chief Internal Auditor
Summary	The Committee is asked to note the 2004-5 Internal Audit Annual Report and appendices.

Officer Contributors	Chief Internal Auditor
Status (public or exempt)	Public
Wards affected	N/A
Enclosures	Appendix A: 2004-5 Annual Internal Audit Report Appendix B: Summary of work completed - generic weaknesses and analysis 2004-5 Appendix C: Internal Audit Performance Indicators to end of 2004-5 Appendix D: 2004-5 Audit Plan Update
For decision by	Audit Committee
Function of	Council
Reason for urgency / exemption from call-in (if appropriate)	N/A

Contact for further information: Michael Bradley, Chief Internal Auditor 020 8359 7151

1 RECOMMENDATIONS

- 1.1 That the Committee note the contents of the report

2 RELEVANT PREVIOUS DECISIONS

- 2.1 The Audit Committee on 9 June 2005 included in the work programme for 2005-6 a report on the Internal Audit Annual Report 2004-5.

3 CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 The Council is committed to Best Value and to show that services represent value for money and that there is a continuous drive to improve quality, efficiency and effectiveness of the service (Corporate Plan).

4 RISK MANAGEMENT ISSUES

- 4.1 The purpose of the Internal Audit Annual Report 2004-5 is to highlight to the Chief Executive, Audit Committee, lead member, Corporate Management Team and External Audit, the findings of Internal Audit work conducted in 2004-5 (for work that has not previously been reported in the 2004-5 Interim Annual Report).
- 4.2 The report identifies those areas which are of significant risk in the work undertaken by Internal Audit during this period.

5 FINANCIAL, STAFFING, ICT AND PROPERTY IMPLICATIONS

- 5.1 None

6 LEGAL ISSUES

- 6.1 None.

7. CONSTITUTIONAL POWERS

- 7.1 Constitution Part 3 Paragraph 2 details the functions of the Audit Committee including "Satisfying the Council that the internal auditor carries out sufficient systematic reviews of the internal control arrangements, both operational (relating to effectiveness, efficiency and economy) and financial".

8. BACKGROUND INFORMATION

Introduction

- 8.1 The report provides summary details of all Internal Audit reports which have been agreed and finalised with clients as at 30 June 2005. The report identifies those areas which are of significant risk

Executive Summary

8.2 Although it is impractical to give an overall opinion on the control environment, generic control weaknesses are identified in the analysis document at Appendix B. As can be seen, the most recurring areas of weakness are:

- Either no or inadequate policies and procedures (26 instances out of a total 159 recommendations made).

Recommendations in this area do not necessarily mean that policies and/or procedures do not exist but that improvements or additions to existing policies and/or procedures may be required.

- Inadequate monitoring of management information to ensure objectives are achieved (17/159) and
- Lack of monitoring and administrative controls over the reliability and integrity of data (15/159)

8.3 The first two of these were identified as key weaknesses in the Internal Audit interim annual report for 2004-5 and all three in the annual report for 2003-4.

8.4 We have made recommendations to address all weaknesses in the respective reports, which, if implemented, will improve the overall control environment.

8.5 39% of recommendations were 'priority 1' i.e. 'significant risk that either objectives will not be met efficiently and effectively or that fraud or irregularity will not be prevented or detected'.

8.6 58% of recommendations were 'priority 2' i.e. 'only limited assurance that objectives will be met efficiently and effectively and that fraud or irregularity will be prevented or detected'.

Follow-ups

8.7 All Internal Audit work where a recommendation has been made is followed up as a matter of course. The annual report provides summaries of the findings at follow-up audits. Follow-up excerpts also indicate how the level of audit assurance has changed as a result of management implementation of recommendations. Details of the assurance revisions on the 50 follow-ups conducted in the report period are detailed below.

Risk Category	No.
High to low/Medium to Low:	22
High to Medium:	6
Low to Low:	4
High to High/Medium to Medium:	18
Total	50

Corporate Governance and Risk Management

Corporate Governance

- 8.8 We conducted a corporate governance review in 2002-3. The follow-up review was completed in 2003-4 and concluded that significant improvements have been made but identified that further improvements are required regarding performance management, risk management and financial systems. At the time of writing this report we are finalising the fieldwork on a further audit review of corporate governance. The findings of this review will be reported in the interim annual audit report 2005-6 which will be reported to this Committee on 21st December 2005.

Risk Management

- 8.9 We undertook a formal audit of the processes and arrangements in place to deliver an embedded risk management structure in 2003-4. The overall conclusion was limited assurance that objectives would be achieved as implementation was at an early stage. Robson Rhodes conducted a further full audit of Risk Management in 2005-6 which included following up the recommendations made in the Internal Audit report. We have relied on the work of external audit in this area. External Audit's final report came to the conclusion that:

‘the current arrangements and processes form a good foundation for further developing risk management so that the areas for improvement identified during our review can be addressed.’

Anti-Fraud Work

- 8.10 The Corporate Anti Fraud Team (CAFT) was set up on 1 April 2004. Internal Audit continues to liaise closely with the team to ensure that maximum improvements are delivered to the Council's control environment. CAFT report independently to the Audit Committee.

9. LIST OF BACKGROUND PAPERS

- 9.1 None

MO: JEL
BT: CM

Appendix A

Internal Audit Annual Report 2004/5

For a copy of this appendix please telephone 020 8359 2205

Appendix C

Internal Audit Performance Indicators to the End of 2004-5

PI Ref	PERFORMANCE INDICATOR	TARGET 2004/05	Q1 2004/05	Q2 2004/05	Q3 2004/05	Q4 2004/05
1	The average score achieved from quality assessment questionnaires*	Lower than 3 (quarterly) 1=excellent 2 = highly effective 3 = satisfactory 5= unacceptable	Systems Audits = n/a Schools Audits = 1.0	Systems Audits = n/a Schools Audits = 1.6	Systems Audits = 1.1 Schools Audits = 1.7	Systems Audits = 2.0 Schools Audits = 1.6
2	Percentage of audit plan completed by end of March 2005, compared to what was planned.	82% (annual - cumulative)	0% complete or at draft report 25% at various stages of work in progress	7% complete or at draft report plus 38% at various stages of work in progress	33% complete or at draft report plus 45% at various stages of work in progress	83% complete or at draft report plus 17% at various stages of work in progress
3	Cost of providing Internal Audit as a percentage of Barnet's total employee costs**.	< 1% (annually) cumulative	0.09% (72,574/78,324,366)	0.13% (201,698/159,239,712)	0.12% (300,940/243,590,638)	0.15% (503,943/328,631,654)
4	Percentage of (2004/05) final reports issued within 7 working days of agreement at exit meeting***	> 75% (quarterly)	n/a No 2004/05 audits issued in Q1	88% (8 issued, 7 within 7 days of agreement)	100% (11 issued, 11 within 7 days of agreement)	80% (20 issued, 16 within 7 days of agreement) Note: By 18/07/05 a further 13 2004/05 reports had been issued
5	Percentage of Audit reports followed up within 12 months of issue of final report	100% (annual & cumulative)	13% of planned follow-ups started	20% of planned follow-ups started, 5% completed.	78% of planned follow-up audits started, 14% completed.	98% of planned follow-ups started, 82% completed. Note: By 18/07/05 100% of planned follow-ups had been started and 93% completed.

* Figures are cumulative.

** Figures for cost of providing IA have been updated with year-end figures.

*** Figures for draft reports are not included

2004/05 Annual Audit Plan Update @ 30th June 2005

Notes:

1. Audit work highlighted in red is additional work not shown on original 2004/05 Audit Plan which includes:

Newly commissioned work
Work carried forward from 2003/04
Work deferred from 2003/04

2. Under 'Original Quarter Planned' numbers in brackets indicate new start quarter for jobs which have been moved.

3. Under 'Title of Audit/Project' titles in italics indicate that the audit has been renamed.

4. Under 'Job Type' the key is as follows:

KC = Key Control
P = Project
S = System
F = Follow-up
CF = Carry Forward job

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2004/05 Annual Audit Plan Update @ 30th June 2005

Service	Original Quarter Planned	Title of Audit/Project	Job Type	Status
CORPORATE				
CE	CF	Civil Protection & Emergency Plan	F	Issued 18/06/04
CE	CF	Corporate Governance	F	Issued 25/05/04
CE	CF	Corporate Plan	S	Issued 12/07/04
CE	CF	LPSA's	S	Issued 01/07/04
CE	CF	Overtime	F	Issued 29/01/05
CE	CF	Partnership Arrangements	P	Management letter & report issued 23/12/04
CE	2 (4)	Corporate Plan	F	Issued tbc - moved to Q4 2004/05 as audit still in progress
CE	3	Corporate Governance	S	FW stage
CE	3	Freedom of Information Act	F	Issued 21/01/05
CE	3	IIP	F	Issued 02/03/05 - deferred from 2003/04
ACE	3	LPSA's	F	Issued 06/05/05
CE	3	Review of Constitution	F	Issued 07/03/05
CE	4	Best Value	F	Issued 08/04/05
CE	Ongoing	Information Review (<i>Freedom of Information Act</i>)	P	Issued 13/09/04
ACE/BIM	2	BVPI's	S	Deferred to Q1 2005/06 at client's request
CE	3	Partnership Arrangements	F	Deferred to Q2 2005/06
CE/ACE	2	Corporate Plan - 2003/04 PMP Process Residual Issues	S	Cancelled as CPO already addressing the issues
CE	3	Risk Management	F	Cancelled as this has been covered by Robson Rhodes' review
CORPORATE SUPPORT: Consultation, Corporate Performance Office & Communications				
COM	CF	Communications Function	S	Issued 07/06/04
COM	3	Communications and Marketing (<i>Communications Function</i>)	F	Issued 21/03/05
COM	2	Central Complaints	S	Issued 24/02/05
LAW AND PROBITY including Committees, Member Support, Mayors Office & Scrutiny				
BS	CF	Registration of Electors	F	Issued 22/09/04
BS	CF	Use of Barristers	S	Issued 21/06/04
BS	1	RIPA	S	Issued 25/11/04
BS	2 (3)	Scrutiny	S	Issued 01/04/05 - deferred from 2003/04
BS	3	Legal Services Practice	F	Issued 24/02/05
BS	3	Use of Barristers	F	Issued 01/03/05

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BOROUGH TREASURER				
BT	CF	Insurance	S	Issued 20/04/04
BT	CF	NNDR	F	Issued 12/05/04
BT	CF	Payments	P	Issued 19/10/04
BT	CF	Social Services Income & Assessment	S	Issued 29/07/04
BT	CF	Welfare Rights	S	Issued 18/08/04
BT	1	Budgetary Control	F	DR stage
BT	1	Pensions (KC)	S	Issued 06/12/04 - deferred from 2003/04
BT	1	Stock Systems (KC)	S	Issued 20/09/04 - deferred from 2003/04
BT	1	VAT (KC)	S	Issued 01/10/04
BT	1	Verification Framework	S	Issued 02/12/04
BT	2	Banking (KC)	S	DR stage
BT	2	Cashiers (KC)	S	Issued 24/03/05
BT	2	Closure of Edgware School	S	Issued 27/10/04
BT	2	Debit/Credit Cards	F	Issued 15/03/05
BT	2 (4)	External Audit Issues	P	Issued 25/04/05 - moved to Q4 2004/05 at client's request.
BT	2	Fixed Assets (Valuation & Accounting for) (KC)	S	Issued 29/11/04 - deferred from 2003/04
BT	2 (3)	Prudential Framework	S	Issued 11/07/05 - moved to Q3 2004/05
BT	3	Corporate (Anti-) Fraud Team	S	Issued 02/02/05
BT	3	Capital Expenditure	F	FW stage
BT	3	Cash Book Reconciliation (KC)	S	Issued 05/01/05
BT	3	Council Tax (Income & Expenditure)(KC)	S+F	Issued 27/04/05
BT	3	Debtors (KC)	F	Issued 01/04/05
BT	3	Financial (Systems & General) Ledger	S	Issued 04/04/05
BT	3	Treasury Management (KC)	S+F	Issued 29/03/05
BT	4	Bailiffs	S	Issued tbc
BT	4	Creditors (Payments Project)	F	Issued 15/06/05
BT	4	Debt Management	F	Issued 15/03/05
BT	4	Insurance	F	Issued 22/03/05
BT	Ongoing	Replacement Revenues & Benefits System	P	Issued 20/01/05
BT	Ongoing	Grants	P	Planning stage
BT	Ongoing	NFI	P	Issued 14/10/04
BT	2	Fixed Assets (Valuation & Accounting for) (KC)	F	Deferred to Q3 2005/06 (incorp in Fin Sys & Gen Ledger KC) as audit completed Q3 2004/05.
BT	2	Stock Systems (KC)	F	Deferred to Q3 2005/06 (incorp in Fin Sys & Gen Ledger KC) as audit completed Q2 2004/05.
BT	3	BACS (KC)	S	Deferred to Q3 2005/06 to tie in with BACs system change.
BT	3	Social Services Income & Assessment	F	Deferred to Q1 2005/06 as audit completed in Q2 2004/05.
BT	4	Welfare Rights	F	Deferred to Q2 2005/06 as audit completed in Q2 2004/05
BT	3	NNDR (KC)	S	Cancelled due to implementation of Pericles

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RESOURCES: Human Resources, Information Systems, Procurement & Valuers				
HR	CF	Equalities	S	Issued 03/06/04
HR	CF	Health & Safety	S	Issued 27/07/04
HR	CF	Teachers Pensions	S	Issued 14/10/04
HR	1	Payroll & HR (KC)	S + F	Issued 18/10/04
HR	2 (3)	Equalities	F	FW stage - moved from Q2 to Q3 2004/05
HR	2	LG Pensions Service	S	Issued 03/02/05
HR	2	Use of Consultants	S	DR stage
HR	4	Training & Development	F	Issued 24/02/05
HR	4	Closure of the Training Skills Unit	S	Issued 17/02/05
HR	3	Teachers Pensions	F	Deferred to Q2 2005/06 as audit completed in Q3 2004/05
HR	4	Health & Safety	F	Deferred to Q2 2005/06
HR	1 (3)	HR Strategy	S (P)	Cancelled - due to restructure of Resources
HR	2	Recruitment/HR Operations	S	Cancelled - issues to be covered in HR Strategy project.
HR	4	LG Pensions Service	F	Cancelled - changed to a systems audit for Q2 2004/05
HR	4	Mill Hill Training	F	Cancelled - Unit will cease operation in April 2005
HR	Ongoing	Payroll Development	P	Cancelled and replaced with the Modernising Core Systems project
IS	CF	E-Government	F	Issued 24/06/04
IS	CF	Intranet	S	Issued 20/04/04
IS	CF	IS Follow-ups	F	Issued 06/07/04
IS	CF	TROVE	S	Issued 28/05/04
IS	1(2)	Anti-virus Control (KC)	S	Issued 15/12/04
IS	1 (4)	Intranet	F	Issued 10/05/05
IS	1 (4)	Software Management Review	F	Issued 10/05/05
IS	1	Telecommunications	F	Issued 10/05/05
IS	2	Business Continuity (KC)	S	Management letter issued 24/09/04 & audit deferred to 2005/06
IS	3 (4)	E-Government	S	DR stage
IS	3	IS Developments	F	Issued 10/05/05
IS	3	Operating Systems	S	FW stage - deferred from 2003/04
IS	3	Strategic Information and IT System (GIS)	F	Issued 11/02/05
IS	4	Document Management Systems	S	DR stage - deferred from 2003/04
IS	4	IT Security	F	Issued 10/05/05
IS	Ongoing	Replacement Core Financials Project (<i>Modernising Core Systems</i>)	P	Issued interim reports on 05/05/04, 27/05/04 & 14/07/04. Issued final management letter 30/12/04. Auditor working fulltime on this project from 18/08/04.
IS	Ongoing	Modernising Core Infrastructure 04/05	P	Management letter issued 06/09/04 & 17/05/05
IS	1	Document Image Processing (<i>Document Management Systems</i>)	F	Deferred to Q3 2005/06 as audit was deferred to Q4 2004/05
IS	2 (3)	Upgrade Control (KC)	S	Deferred to Q4 2005/06 at client's request
IS	4	Computer Misuse & Law (KC)	S	Deferred to Q1 2005/06
IS	1	Helpdesk	S	Cancelled - this will now be covered in the Service Desk 05/06 audit
IS	1	Operating Systems	F	Cancelled - work already covered in 2003/04 IS follow-ups
IS	1	Software License Control (KC)	S	Cancelled - this will now be covered in the Service Desk 05/06 audit
IS	2	ICT Investment Strategy	F	Cancelled - dealt with in IS Recovery Plan
IS	2 (4)	Internet (KC)	S	Cancelled - this will now be covered in the Infrastructure Transformation Project
IS	2	IT Asset Management	S	Cancelled - this will now be covered in the Service Desk 05/06 audit
IS	2	Mainframe	S	Cancelled - as mainframe being replaced with another system. F-up will now be re-instated for 2005/06.
IS	3 (4)	Remote Access (KC)	S	Cancelled - this will now be covered in the Infrastructure Transformation Project
IS	3	TROVE	F	Cancelled - as recs in original audit related to new system which are not yet in place. Trove Replacement audit planned for 05/06
IS	4	Networks (KC)	S	Cancelled - this will now be covered in the Infrastructure Transformation Project

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PRO	CF	Strategic Procurement Team	S	Issued 02/06/04
PRO	1	Strategic Procurement Team	F	Deferred to Q1 2005/06 due to recommendation dates
VAL	1	Disposals & Capital Receipts	S	Issued 02/06/05
VAL	1 (3)	Asset Management	F	Issued 21/04/05 - moved to Q3 2004/05
VAL	1 (4)	Management of Shops	S	DR stage - moved to Q4 2004/05 due to change in priority of risk
VAL	3	Properties for Sale	F	Cancelled - f-up issues included in Disposals & Capital Receipts audit
CHILDREN'S SERVICES: Children & Families, Cultural Services & Education				
C&F	CF	Laming Report	S	Issued 16/06/04
C&F	CF	Social Work for Children at Home	S	Issued 28/05/04
C&F	2	Hospital Social Work	S	Issued 01/02/05
C&F	3	Disabled Children	F	Issued 21/03/05
C&F	4	Children & Families Investigation: Double Payment	S	Issued 06/07/05
C&F	4	Social Work for Children at Home	F	Planning Stage
C&F	2	Children's Trusts (<i>Act</i>)	S	Deferred to Q1 2005/06
C&F	3	Laming Report	F	Deferred to Q1 2005/06
C&F	3	Social Work for Children in Care (<i>Looked After Children</i>)	S	Deferred to Q1 2005/06
CS	CF	Branch Library & IT	S	Issued 22/04/04
CS	CF	Leisure Partnership	S	Issued 27/05/04
CS	CF	Translation & Interpretation Service	F	Issued 19/08/04
CS	3 (4)	Branch Libraries	F	Issued 31/03/05
CS	3	Health & Sports Development	F	Issued 08/02/05
CS	3	Marketing, Printing & Design Service	S+F	Issued 19/04/05
CS	3	Mobile Libraries	F	Issued 15/03/05
CS	3	Museums	F	Issued 24/02/05
CS	4	Leisure Management	F	Issued 11/02/05
CS	2	Translation & Interpretation Service	S	Cancelled - due to efficiency savings process
ED	CF	Capita	F	Issued 04/06/04
ED	CF	Nursery Education	S	Issued 29/03/04
ED	1	Exclusions	S	Issued 07/03/05 - deferred from 2003/04
ED	1	Music Service	S	Issued 10/09/04
ED	1 (4)	Research & Management Information I	S	FW stage - moved to Q4 04/05 at client's request
ED	1	Sixth Form (Schools)	P	Issued 27/07/04
ED	3	Contract Procurement and Management in Schools	F	Issued 15/03/05
ED	4	Complaints	F	Issued 08/02/05
ED	4 (2)	Nursery Education	F	Issued 04/02/05 - moved to Q2 2004/05
ED	4	Play Service	F	Issued 05/04/05 - new work as result of cancellation of Youth & Play Service audit
ED	4	Exclusions	F	Deferred to Q3 05/06 as audit not issued until Q4 2004/05.
ED	4	Performance Management of SEN Specialist Services	S	Deferred to Q2 2005/06 at client's request
ED	4	Performance Management of SEN Specialist Services	F	Deferred to 2006/07 as audit has been deferred to Q2 2005/06.
ED	3	Youth & Play Service	S+F	Cancelled (systems audit) - Youth Service to be re-organised
ED	4	Research & Management Information II	S	Cancelled - as agreed with client as R&MI didn't start until Q4 2004/05

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ENVIRONMENT: Environment & Neighbourhood Services, Highways and Design & Planning				
E&NS	CF	Transport	F	Issued 27/05/04
E&NS	1	Environmental Services (Residential Services)	S	Issued 27/01/05
E&NS	1	Graffiti	F	Issued 20/12/04
E&NS	2	Abandoned Vehicles	F	Issued 14/10/04
E&NS	2	Care & Repair	F	Issued 28/09/04
E&NS	2	Civic Amenity Sites	F	Issued 29/09/04
E&NS	2	Trade Waste	F	Issued 11/03/05
E&NS	2	Vehicle Maintenance	S	Issued 02/03/05
E&NS	3	Arboriculture	F	Issued 15/03/05
E&NS	3	Grounds Maintenance	S	DR stage
E&NS	3 (2)	Street Cleaning	S	Issued 17/02/05 - moved to Q2 2004/05 at client's request
E&NS	4	Waste Collection (<i>Domestic & Trade</i>)	S	DR stage
E&NS	1 (4)	Licences	S	Deferred to Q1 05/06 due to delay in licensing regime
E&NS	2 (3)	Street Enforcement Service	S	Deferred to Q2 2005/06 at client's request
H&D	1	Transport for London	P	Issued 14/07/04
H&D	2	Customer Care - PHD	F	Issued 10/12/04
H&D	2	Prudential Borrowing - Roads	S	Issued 21/06/05
H&D	2 (4)	Road Safety	F	Issued 15/03/05 - moved to Q4 as one of the recs to be implemented Dec 2004
H&D	2	Traffic Management	F	Issued 15/03/05
H&D	3	Building Control	S	DR stage
H&D	3	Gully Cleansing	F	Issued 01/03/05
H&D	3	Highways Maintenance Service	S	Issued 15/04/05
H&D	3	Parking Unit	P	Issued 12/04/05
H&D	3	RASWA 1991	F	Issued 29/04/05
H&D	4	Controlled Parking (KC)	S	DR stage
H&D	4	Transport for London	F	Issued 15/06/05
H&D	Ongoing	PFI Investment Plan for Roads, Pavements & Streetlights 04/05	P	Issued 30/06/05
H&D	1	Road Structure Responsive	F	Cancelled as work covered in Highways Maintenance Service audit
P	CF	Planning Service	S	Issued 13/07/04
P	1 (3)	Fees Income	S	Issued 01/04/05 - moved to Q3 2004/05
P	2	Planning & Compulsory Purchase Bill	P	Issued 04/05/05
P	4	Regulatory Services	S	DR stage
P	3	Planning Service	F	Deferred to Q2 2005/06 as audit completed in Q2 2004/05

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COMMUNITY SERVICES: Adult Services, Housing & Strategic Development Unit				
AS	CF	Information Management/SWIFT	P	Issued 01/04/04
AS	CF	Younger Adults	F	Issued 27/09/04
AS	1	Recruitment & Retention	S	Issued 25/01/05
AS	2	CC Bus Plan: Performance Management/SWIFT	P	Issued 04/03/05
AS	2	Data Capture	F	Issued 31/03/05
AS	2	Data Quality	P	Issued 15/10/04
AS	3	Community Care Grants Systems	S	DR stage
AS	3 (4)	Learning Disabilities	F	FW stage - moved to Q4 2004/05
AS	3 (4)	Mental Health	F	Issued 11/05/05 - moved to Q4 2004/05
AS	3	Older Adults	F	DR stage
AS	3	PAF C31 2003-04	P	Issued 15/01/05
AS	3	Respite Care	F	Issued 17/06/05 - deferred from 2003/04
AS	2	CC Bus Plan: Commissioning (& Contracting)	S	Deferred to Q1 05/06 & renamed Procurement & Contract Management (CS)
AS	2	CC Bus Plan: Financial Management & Invoicing (<i>Financial Management, Payments & Invoicing</i>)	S	Cancelled as work will be carried out by Robson Rhodes
HSG	CF	ALMO Development Project	P	Issued 13/07/04
HSG	CF	Homelessness	S	Issued 28/04/04
HSG	CF	Housing Benefits	S	Issued 13/08/04
HSG	CF	Housing Income	F	Issued 25/08/04
HSG	CF	Rent Deposit Schemes	S	Issued 01/06/04
HSG	1	Safer Community	F	Issued 04/06/04
HSG	2	Barnet Homes Monitoring	S	Issued 30/11/04
HSG	2	Housing Strategy	S	Issued 23/11/04
HSG	3	Temporary Accommodation	S	Issued 24/05/05
HSG	4	Homelessness	F	Issued 15/03/05
HSG	4	Temporary Accommodation Income	F	Issued 22/03/05
HSG	3	Housing Benefits (KC)	S + F	Deferred to Q2 2005/06 as HB audit completed Q2 2004/05
HSG	4	Rent Deposit Schemes	F	Deferred to Q1 2005/06
HSG	2	Non-office Accommodation & Community Facilities	F	Cancelled - follow-up already completed December 2003
SD	1	Regeneration & Development: Graham Park	P	Management letter issued 06/07/05
SD	2	Cricklewood & Brent X Regeneration	P	FW stage following 4Ps review
SD	3	Regeneration & Development: Stonegrove	P	Cancelled - issues will be covered as part of other regeneration projects
SD	3 (4)	Regeneration & Development: West Hendon	P	Cancelled

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BARNET HOMES				
BH	CF	Saffron Rents Module	P	Issued 14/07/04
BH	CF	Viewing & Signing Tenancy Agreements	S	Issued 23/08/04
BH	1	Leasehold Management	S	Issued 21/02/05 - deferred from 2003/04
BH	2 (3)	Housing Management - Lettings	F	Issued 11/03/05 - moved to Q3 2004/05
BH	3 (4)	HRA Management	S	FW stage - moved to Q4 2004/05
BH	4	Housing Rents 04/05 (KC)	S	Issued 11/07/05 - deferred from 2003/04
BH	4 (3)	Procurement & Contract Management	S	Issued 04/03/05 - moved to Q3 2004/05
BH	3	Housing Rents (KC)	F	Deferred to 2005/06 as audit is yet to be completed
BH	4	Home Ownership - Leaseholders (<i>Leasehold Management</i>)	F	Deferred to 2005/06 as audit still in progress.
BH	4	Tenancy Management (<i>Viewing & Signing Tenancy Agreements</i>)	F	Deferred to 2005/06 as audit completed Q2 2004/05
BH	2	Account Management & Arrears	S	Cancelled - work will be covered in Housing Rents (KC).
BH	3	Housing Building Repairs (<i>Revenue Repairs & Maintenance</i>)	F	Cancelled as this system now set up under Barnet Homes
BH	4	Capital Expenditure & Programmed Repairs	S	Cancelled on 12/04/05 at client's request as partnering arrangements still tbc