

AGENDA ITEM: 6 Page nos. 1 - 33

Meeting	Audit Committee
Date	9 December 2008
Subject	Internal Audit Interim Annual Report 2008-09
Report of	Acting Head of Internal Audit and Ethical Governance
Summary	The Committee is asked to note the 2008-9 Interim Internal Audit Annual Report and appendices.

Officer Contributors	Acting Head of Internal Audit and Ethical Governance
Status (public or exempt)	Public
Wards affected	N/A
Enclosures	Appendix A: 2008/9 Internal Audit Interim Annual Report Appendix B: 2008/9 Internal Audit Annual Audit Plan Update Appendix C: 2008/9 Internal Audit Performance Indicators Appendix D: 2008/9 Internal Audit Detailed Risk Analysis Summary

For decision by	Audit Committee
Function of	Council
Reason for urgency / exemption from call-in (if appropriate)	Not applicable

Contact for further information: Hem Savla, Acting Head of Internal Audit and Ethical Governance 020 8359 7154

1 RECOMMENDATIONS

- 1.1 That the Committee note the contents of the report and the actions being carried out to address deficiencies.**
- 1.2 That the Committee consider whether there are any areas on which they require additional action.**

2 RELEVANT PREVIOUS DECISIONS

- 2.1 The Audit Committee on 19th March 2008 included in the work programme for 2008/9, the Internal Audit Interim Annual Report for 2008/9.
- 2.2 The Audit Committee on 15th February 2006, having noted the Internal Audit 2004/5 Annual Report Update, instructed the Chief Internal Auditor (as was) , in future, to provide progress reports to the Committee on any areas where, in his professional opinion, no significant progress has been made by management in addressing audit findings, and that, in such circumstances, the Chief Internal Auditor be required to bring forward recommendations to the Committee (which it might accept or reject) on possible courses of action to achieve the required progress, which could include in exceptional circumstances calling the relevant Head of Service and, or Cabinet Member to attend and explain the situation to the Committee.

3 CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 Continuous improvement is necessary for us to deliver our priorities. We must improve how we work and the infrastructure we work with. Our corporate services, including finance, human resources and corporate governance, play a significant part in helping us achieve our vision for:

“A smaller entity with a smaller but more efficient corporate support function and a greater concentration of resources on outcomes.”

- 3.2 We are committed to continually improving how we work to provide community leadership, community choice and higher quality services at the lowest possible price. (Corporate Plan 2008/09 - 2011/12)

4 RISK MANAGEMENT ISSUES

- 4.1 The purpose of the Internal Audit Interim Annual Report 2008/9 is to highlight to the Audit Committee, relevant Cabinet Members, Chief Executive, relevant Council Directors and External Audit, the findings of Internal Audit work conducted in 2008/9 (for work that has not previously been reported in the 2007/8 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. EQUALITIES AND DIVERSITY ISSUES

- 5.1 It is an overriding principle that services provided to the whole community represent value for money in terms of quality, efficiency and effectiveness. This supports the Council's obligations in meeting its public duties under Equalities legislation.

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 6.1 None directly as a result of this report but it is for management to determine whether addressing any of the risks identified by internal audit reports will require additional resources.

7 LEGAL ISSUES

- 7.1 None

8. CONSTITUTIONAL POWERS

- 8.1 Constitution Part 3 Paragraph 2 details the functions of the Audit Committee including "To consider the Head of Internal Audit's annual report and opinion, and a summary of internal audit activity (actual and proposed) and the level of assurance it can give over the Council's corporate governance arrangements".

9. BACKGROUND INFORMATION

Introduction

- 9.1 The report provides summary details in Appendix A of all Internal Audit reports which have been agreed and/or finalised with Directorates/Services as at 7th November 2008. The report also identifies and gives more detail on those areas which are considered to be of significant risk. This is a planned report within the 2008/9 work programme for this Committee.

Executive Summary

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

- Objectives / goals not being achieved (**22** instances out of a total of **76** reported risks).

Findings here reflect risks that may impact on the likelihood of objectives being met efficiently, effectively and economically.

- Lack of or Non compliance with policies and procedures (**22** instances out of a total **76** reported risks made).

Findings in this area include lack of policies and/or procedures or a need for additions to existing policies and/or procedures. The generic risks that result from these omissions include potentially: lack of consistency; standards not being set, understood or complied with; loss of knowledge due to staff changes; increased training time for new staff.

For the above areas of weaknesses occurrences reported in the Annual Audit Annual Report for 2007-8 were:

- 31 out of 80 for objectives/goals not achieved.
- 15 out of 80 for inadequate/non-compliance to policies and procedures.

It is important to recognise that as different systems and processes are audited each year the mix of recurring weaknesses will undoubtedly vary from one year to the next.

- 9.3 We have agreed management action to address weaknesses recorded in the respective reports, which, if implemented, will improve the overall control environment.
- 9.4 17% of risks were assessed by Internal Audit as 'Priority 1', signifying that there was a 'significant risk that either objectives will not be met efficiently and effectively or that fraud or irregularity is unlikely to be prevented or detected'.
- 9.5 83% of risks were 'Priority 2', signifying 'only limited assurance that objectives will be met efficiently and effectively or that fraud or irregularity will be prevented or detected'.

Follow-ups

- 9.6 All Internal Audit work is followed up as a matter of course. The interim annual report provides summaries of the findings at follow-up audits. Follow-ups indicate how the level of audit assurance has changed as a result of management implementation of agreed actions. Summary of the assurance revisions on the 25 follow-ups conducted in the report period are detailed below. It is encouraging to note that there are no areas with 'no' assurance and 20 of the areas reviewed are now at 'satisfactory' level of assurance. However, 4 areas still remain at 'limited' assurance indicating that further management action is required to fully implement agreed actions or mitigate identified risks.

Analysis of Assurance Levels on Follow-up	No.
Full assurance from satisfactory, limited or no	1
Satisfactory assurance from satisfactory, limited or no	20
Limited assurance from limited	3
Limited assurance from no	1
Total	25

Customer Evaluation Questionnaires

- 9.7 The Audit Committee at the meeting on 20 March 2006 asked that Internal Audit reinstate the performance indicator on Customer Evaluation Questionnaires to comply with the CIPFA Code of Best Practice for Internal Audit. Performance for the past three years is summarised below:

2006/07

66 questionnaires sent; 38 questionnaires returned (58%). An average score of **2.5** was achieved where 1 = excellent; 2 = highly effective; 3 = perfectly satisfactory; 4 = not quite good enough and 5 = unacceptable.

2007/08 (ongoing)

20 questionnaires sent to date; 10 questionnaires returned to date (50%). An average score of **2.0** was achieved.

2008/09 (ongoing)

4 questionnaires sent to date; 2 questionnaires returned to date. An average score of **2.1** was achieved.

Internal Audit performance Management

- 9.8 Appendix B describes the changes to the original audit plan. The report shows reviews that are deferred, cancelled or newly commissioned with relevant reasons for the changes. Appendix C gives the position against the Internal Audit unit's performance indicators (PIs).

The PI regarding percentage of audit plan completed refers to the achievable plan i.e. after any reviews have been deferred or cancelled and taking newly commissioned reviews into account.

10. LIST OF BACKGROUND PAPERS

- 10.1 Any person wishing to view any of the background papers should telephone 020 8359 7154.

Legal: JEL
CFO: SF

**Internal Audit
Interim Annual Report
2008-09**

INDEX

INTERNAL AUDIT ACTIVITY SUMMARIES BY DIRECTORATE

- 1 Resources**
- 2 Communities**
- 3 Environment and Regeneration**
- 4 Communications and Consultation**
- 5 Corporate Governance**

AUDIT REPORT SUMMARIES FOR HIGH RISK AREAS (No Assurance)

- A1 Communities**
Customer Billing

Internal Audit Activity Summary: Resources

Audit Reports: Risks Identified

Service	System	Priority 1	Priority 2	Assurance	Date of last Audit	Assurance at last Audit	
ST SERV	SAP Compliance Calibration	1	4	Limited	None	N/A	
ST SERV	Neighbourhood Renewal Fund Grant Audit	1	4	Satisfactory	None	N/A	
ST SERV	Milly Aphorp	0	3	Satisfactory	13/09/2007	Satisfactory	
ST SERV	Modernised Ways of Working - Project	0	0	Satisfactory	25/01/2008	Sat from Ltd	
ST SERV	Cash Collection, Banking and Treasury Management 07/08	1	5	Limited	None	N/A	
SH SERV	Recruitment, HR and Payroll 07/08	0	5	Satisfactory	None	N/A	Recruitment
					None	N/A	HR & Payroll
					17/10/2007	Sat from No	Payroll
SH SERV	Sales, Invoicing and Debt Management 07/08	1	3	Limited	03/11/2008	Still Ltd	Accounts Receivable
					30/05/2007	Ltd from No	Debt Management
SH SERV	Cash Security Collection Service 07/08	1	6	Limited	None	N/A	
SH SERV	Local Area Agreement Grant	0	1	Satisfactory	None	N/A	
SH SERV	Imprest Accounts 07/08	0	4	Satisfactory	None	N/A	
OD & CSER	West of the Borough (Project)	0	1	Satisfactory	None	N/A	

Follow-up Reports: Risks Mitigated

Service	System	Priority 1 Y P N	Priority 2 Y P N	Assurance of Original Audit	Assurance on Follow-up	
ST SERV	Property Asset Management 06/07 fw-up	0 0 0	4 2 5	Limited	Limited	
ST SERV	Property Asset Management 07/08 fw-up	0 0 0	2 5 0	Limited	Satisfactory	
ST SERV	Infrastructure 07/08 fw-up	2 0 0	1 1 0	Limited	Satisfactory	
ST SERV	Performance & Policy Cycle 06/07 fw-up	0 0 0	4 1 1	Satisfactory	Satisfactory	
ST SERV	Stock System 06/07 fw-up	0 0 0	2 0 0	Limited	Satisfactory	
ST SERV	Modernised Ways of Working 07/08 fw-up	0 0 0	3 0 0	Limited	Satisfactory	
ST SERV	Safer Recruitment 06/07 fw-up	1 0 0	10 2 0	Limited	Satisfactory	Jointly with Children's Service
SH SERV	Accounts Receivable 06/07 fw-up	0 0 1	0 0 2	Limited	Limited	
SH SERV	IT Assets Management & Disposal 06/07 fw-up	1 0 0	6 0 0	Limited	Satisfactory	
SH SERV	Shared Service Centre 06/07 fw-up	0 0 0	2 2 1	Satisfactory	Satisfactory	
SH SERV	Risk Management 06/07 fw-up	0 0 0	2 1 0	Satisfactory	Satisfactory	
SH SERV	Mini Statement of Internal Control 07/08 fw-up	5 0 0	1 0 0	No Assurance	Satisfactory	
SH SERV	Banking 06/07 fw-up	0 2 0	0 0 0	No Assurance	Limited	

Service Area Description

ST SERV - Strategic Services

SH SERV - Shared Services

OD & CSER - Organisational Development & Customer Services

Key

Y Mitigated

P Partially Mitigated

N Not Mitigated

Internal Audit Activity Summary: Communities

Audit Reports: Risks Identified

Service	System	Priority 1	Priority 2	Assurance	Date of last Audit	Assurance at last Audit
CS	Free School Meals 07/08	0	4	Limited	None	N/A
ASSD	Business Continuity (Project)	0	1	Limited	None	N/A
ASSD	Customer Billing	5	6	No Assurance	None	N/A

Follow-up Reports: Risks Mitigated

Service	System	Priority 1			Priority 2			Assurance of Original Audit	Assurance on Follow-up
		Y	P	N	Y	P	N		
CS	Management Information in Youth Service 06/07 fw-up	0	0	0	4	0	0	Limited	Satisfactory
ASSD	Income and Assessment 07/08 fw-up	3	0	0	5	0	0	No Assurance	Satisfactory
PPG	Partnership Arrangements 07/08 fw-up	0	1	0	1	4	0	Limited	Limited
PPG	Golden Thread 06/07 fw-up	0	0	0	4	0	1	Limited	Satisfactory

Service Area Description

CS - Children Services

ASSD - Adult Social Services

PPG - Policy and Partnership Group

Key

<p>Y Mitigated</p> <p>P Partially Mitigated</p> <p>N Not Mitigated</p>

Internal Audit Activity Summary: Environment and Regeneration

Audit Reports: Risks Identified

Service	System	Priority 1	Priority 2	Assurance	Date of last Audit	Assurance at last Audit
E&T	Parking Control 07/08	0	5	Satisfactory	26/09/2007	Sat from Ltd
HGS	Homelessness 07/08	1	4	Limited	15/03/2005	Sat from Ltd
HGS	Housing Revenue Account 07/08	1	4	Limited	None	N/A
HGS	Non HRA Subsidy	1	3	Limited	None	N/A

Follow-up Reports: Risks Mitigated

Service	System	Priority 1			Priority 2			Assurance of Original Audit	Assurance on Follow-up
		Y	P	N	Y	P	N		
E&T	Green Spaces & Grounds Maintenance 07/08 fw-up	0	0	0	7	0	1	Limited	Satisfactory
E&T	Parking Control 06/07 (KC) fw-up	0	0	0	7	2	1	Limited	Satisfactory
E&T	Waste Prevention 06/07 fw-up	2	0	0	3	2	0	Limited	Satisfactory
E&T	Transport VOSA 07/08 fw-up	3	0	0	2	3	0	No Assurance	Satisfactory
P&EP	Local Land Charges 07/08 fw-up	1	1	0	9	1	0	No Assurance	Satisfactory

Service Area Description

E&T - Environment & Transport

HGS - Housing Services

P&EP - Planning & Environmental Protection

SD - Strategic Development

Key

Y Mitigated
P Partially Mitigated
N Not Mitigated

Internal Audit Activity Summary: Communications and Consultation

Follow-up Reports: Risks Mitigated

Service	System	Priority 1			Priority 2			Assurance of Original Audit	Assurance on Follow-up
		Y	P	N	Y	P	N		
COMM	Web Content Management 06/07 fw-up	0	0	0	1	2	0	Satisfactory	Satisfactory

Service Area Description

Comm - Communications

Key

<p>Y Mitigated P Partially Mitigated N Not Mitigated</p>

Internal Audit Activity Summary: Corporate Governance

Audit Reports: Risks Identified

Follow-up Reports: Risks Mitigated

Service	System	Priority 1			Priority 2			Assurance of Original Audit	Assurance on Follow-up
		Y	P	N	Y	P	N		
CPG	Graffiti 07/08 fw-up	3	2	0	1	0	0	No	Satisfactory
CPG	Emergency Planning 06/07 fw-up	1	0	0	4	0	0	Limited	Full

Service Area Description

CPG - Community Protection Group

DS - Democratic Services

Key

<p>Y Mitigated</p> <p>P Partially Mitigated</p> <p>N Not Mitigated</p>

Appendix A - Interim Internal Audit Annual Report 2008-09

Service Area	Issue Date	Assurance of Original Audit	Planned Follow-up Date
Adult Social Services	01/09/2008		Q4 2008-2009

Report Title

Customer Billing	
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1 Objective of System

1.1 The objective of the customer billing process is to recover chargeable costs from service users cost effectively in order to maximise the Council's income and cash flow. Related to customer billing is the prompt and accurate assessment of financial means, recording and reconciliation of service related data and payment to suppliers for chargeable services. The audit focused on billing for chargeable services to service users, specifically in relation to homecare and meals.

2 Scope of Audit

- 2.1
- Strategy and performance
 - Roles and responsibilities
 - Assessment
 - Supply of Chargeable Services including payment of Suppliers invoices
 - Billing customers
 - Collections
 - Performance Management

3 Executive Summary

3.1 Audit can provide no assurance based on our review that the objective of Customer Billing will be achieved effectively and efficiently at this stage. New areas of improvement where processes were not effective were identified in the following key areas:

- arrears and errors in customer billing;
- arrears in financial assessments and annual reviews;
- arrears in clearing suppliers invoices;
- lack of performance management and monitoring;
- in-accurate data capture;
- weakness in data security.

4 Risks

	Priority 1:	Priority 2:
4.1 Number of risks identified	5	6
4.2 Number of actions agreed	5	6

4.3 Priority 1 risks

- **Risk: Timely Assessments**

There is a risk that the council may not recover, or timely recover, the full billable income for services delivered where assessments and reviews have not been completed in time.

Management Action:

We will complete all outstanding initial assessments by the end of September 2008 and thereafter process new applications within 4 weeks.

- **Risk: Accurate and Timely Billing**

In the absence of an identified officer to routinely authorise customer billing there is a risk that the council may not recover, or timely recover, its income from customers due to lack of an accurate or prompt bill.

Management Action:

The Assistant Director, Performance & Supply Management has line management for the Service Managers who manage each of three interdependent functions that contribute to prompt customer billing. She receives and will continue to receive exception reports from Service Managers when the delays are arising in the processes that contribute to timely customer billing.

- **Risk: Accurate Data Capture**

In the absence of an effective process to ensure accurate data input into SWIFT, there is a risk of income and cash flow not being maximised as time is required to rectify errors, thus delaying billing.

Management Action:

We will establish a programme of work to address the problems arising from delayed and inaccurate data capture on the SWIFT system alongside the implementation of regular management review of the levels of data error, especially those contributing to any delays in customer billing.

Risk: Performance Management & Reporting

In the absence of clearly defined performance standards for invoicing and billing and accurate data, there is a risk that prompt billing may not be achieved effectively.

Management Action:

We will develop and implement new PIs , based on best practice guidelines identified by approved benchmarking bodies, to reflect the new processes being redeveloped within the Income and Assessments Team and will be introduced to staff within the ongoing appraisal process.

Previously set performance targets within Supply Management will be reviewed as part of the ongoing appraisal process.

We will ensure that performance is monitored against targets. Data reported within the monitoring reports will be quality assured before circulation to all stakeholders involved in the process.

- **Risk: Timely Processing of Supplier Invoices**

Without ensuring that invoices are cleared and paid promptly there is a risk that customers may not be billed timely for services provided.

Management Action:

(a) Following a risk assessment, we will implement the a revised process for CM2000 invoices where invoices for 80% of service users are on a fast track process.

We will establish routine monitoring of non-aura logged visits to ensure invoices are monitored effectively.

(b) We will institute a new process for Housing 21 invoices to ensure that invoices are processed more speedily.

5 Response to the Audit from Director and/or Head of Service

5.1 A lot of effort is being put into addressing these concerns. With regards to the specific points identified above, progress has been made against all of them. Whilst work still needs to be done the regular monitoring conducted by management does show significant improvements in the delays, arrears and performance in general.

2008/09 Interim Internal Audit - Audit Plan Update
Since 18th June 2008

2008/09 Interim Internal Audit - Audit Plan Update

Since 18th June 2008

Resources

- Page 1** Stock Control 08/09 (Cancelled)
Page 2 Change Management (Deferral within 2008/09)

Communities

- Page 3** SEN Budget & Contract 06/07 follow-up (Deferral within 2008/09)
Page 4 Supply Management Project 08/09 (Deferral within 2008/09)
Page 5 Telecare 2008/09 (New)

Environment and Regeneration

- Page 6** Temporary Accommodation 07/08 (Deferral from 2007/08 to Q4 2008/09)
Page 7 Principal Development Agreement 06/07 follow-up (Deferral within 2008/09)
Page 8 Regeneration 08/09 (Deferral within 2008/09)
Page 9 Licences 07/08 (Deferred to Q1 2009/10)
Page 10 Environmental Health 08/09 (Deferral within 2008/09)
Page 11 Transport Project 08/09 (Deferral within 2008/09)
Page 12 Parking - Pay & Display Maintenance and Cash Collection 2008/09 (New)
Page 13 Public Transportation and Traffic Management (Deferral within 2008/09)

Corporate Governance

- Page 14** Data Protection Framework 2008/09 (New)

Cancelled audit in 2008/09 Resources**SERVICE AREA:** Strategic Services - Strategic Finance**TITLE OF ORIGINAL AUDIT:** Stock Management and Control**ORIGINAL PLANNED DATE FOR AUDIT:** 2008/09 Quarter 3**CHANGE REQUESTED BY:** Assistant Director of Resources**Reason(s) for the change**

Internal Audit work is no longer required by External Audit as stock management controls are not reviewed at final account stage, as stock balances have been reduced substantially.

Risk to the Corporate Plan

None

Client Comment**Audit Comment**

None

Deferral within 2008/09 - Resources

SERVICE AREA: Organisational Development & Customer Services

TITLE OF ORIGINAL AUDIT: Change Management Support

ORIGINAL PLANNED DATE FOR AUDIT: 2008/09 Quarter 2

REVISED PLANNED DATE FOR AUDIT: 2008/09 Quarter 4

CHANGE REQUESTED BY: Assistant Director - Customer Care & Libraries

Reason(s) for the change

Ownership and structure of OD and Change Management functions in the Council is being reviewed

Risk to the Corporate Plan

None

Client Comment

No posts in place.

Audit Comment

To review position in quarter 4.

Deferral within 2008/09 - Communities

SERVICE AREA: Children's Service

TITLE OF ORIGINAL AUDIT: SEN Budget & Contract - 06/07 Follow-up

ORIGINAL PLANNED DATE FOR AUDIT: 2008/09 Quarter 1

REVISED PLANNED DATE FOR AUDIT: 2008/09 Quarter 4

CHANGE REQUESTED BY: Assistant Director - Inclusion

Reason(s) for the change

There is a small team of five staff responsible for commissioning, contract management and financial control of all aspects of special educational needs provision and transport. Unfortunately the team manager was absent with a serious illness from November 2007 and has only returned part-time to work recently. It was therefore felt that in order to ensure an effective audit follow up, supported by appropriate Children's Service managers, the audit follow-up should be deferred to quarter 4.

Risk to the Corporate Plan

None

Client Comment

None

Audit Comment

None

Deferral within 2008/09 - Communities**SERVICE AREA:** Adult Social Services**TITLE OF ORIGINAL AUDIT:** Supply Management Project**ORIGINAL PLANNED DATE FOR AUDIT:** 2008/09 Quarter 2**REVISED PLANNED DATE FOR AUDIT:** 2008/09 Quarter 3**CHANGE REQUESTED BY:** Assistant Director, Performance & Supply Management**Reason(s) for the change**

Due to delay and identification of the strategic action plan for the new Supply Management function.

Risk to the Corporate Plan

None

Client Comment

To use the audit, to test the robustness of the Supply Management arrangements in assisting Adult Social Services to deliver VFM, quality standards and responsiveness to service user needs through their contracted services.

Audit Comment

None

New 2008/09 Communities

SERVICE AREA: Adult Social Services

TITLE OF ORIGINAL AUDIT: Telecare

DATE AUDIT REQUESTED FOR: Quarter 3

REQUESTED BY: Assistant Director for Adult Social Services

Reason(s) for the new work

To provide assurance on the arrangements for the Telecare Service, which is a growing service to monitor risks to the clients.

Risk to the Corporate Plan

None

Client Comment

None

Audit Comment

None

Deferred from 2007/08 to 2008/9 Environment and Regeneration

SERVICE AREA: Housing

TITLE OF ORIGINAL AUDIT: Temporary Accommodation

ORIGINAL PLANNED DATE FOR AUDIT: 2007/08 Quarter 2

REVISED PLANNED DATE FOR AUDIT: 2008/09 Quarter 4

CHANGE REQUESTED BY: Head of Housing and Environmental Health and Deputy Director

Reason(s) for the change

Due to recent staff and structure changes within the service.

Risk to the Corporate Plan

None

Client Comment

Assurance given that the audit will commence in January 2009.

Audit Comment

None

Deferral within 2008/9 - Environment and Regeneration

SERVICE AREA: Planning and Environmental Protection

TITLE OF ORIGINAL AUDIT: Principal Development Agreement - 06/07 Follow-up

ORIGINAL PLANNED DATE FOR AUDIT: 2008/09 Quarter 1

REVISED PLANNED DATE FOR AUDIT: 2008/09 Quarter 3

CHANGE REQUESTED BY: Director of Planning, Housing and Regeneration

Reason(s) for the change

Due to recent developments, recruitment and restructuring changes.

Risk to the Corporate Plan

None

Client Comment

None

Audit Comment

None

Deferral within 2008/9 - Environment and Regeneration

SERVICE AREA: Planning and Environmental Protection

TITLE OF ORIGINAL AUDIT: Regeneration

ORIGINAL PLANNED DATE FOR AUDIT: 2008/09 Quarter 2

REVISED PLANNED DATE FOR AUDIT: 2008/09 Quarter 3

CHANGE REQUESTED BY: Director of Planning, Housing and Regeneration

Reason(s) for the change

Due to recent developments, recruitment and restructuring changes.

Risk to the Corporate Plan

None

Client Comment

None

Audit Comment

None

Deferred from 2007/08 to 2009/10 Environment and Regeneration

SERVICE AREA: Planning and Environmental Protection

TITLE OF ORIGINAL AUDIT: Licences

ORIGINAL PLANNED DATE FOR AUDIT: 2007/08 Quarter 2

REVISED PLANNED DATE FOR AUDIT: 2009/10 Quarter 1

CHANGE REQUESTED BY: Environmental Health Manager (Commercial)

Reason(s) for the change

Business processes will change following the implementation of the Plantech Acolaid system.

Risk to the Corporate Plan

None

Client Comment**Audit Comment**

None

Deferral within 2008/9 Environment and Regeneration**SERVICE AREA:** Planning and Environmental Protection**TITLE OF ORIGINAL AUDIT:** Environmental Health**ORIGINAL PLANNED DATE FOR AUDIT:** 2008/09 Quarter 2**REVISED PLANNED DATE FOR AUDIT:** 2008/09 Quarter 4**CHANGE REQUESTED BY:** Director of Planning, Housing and Regeneration**Reason(s) for the change**

Due to integration of services and the formation of the new Directorate in preparation for the Future Shape programme and to ensure coincidence with the Corporate Strategy.

Risk to the Corporate Plan

None

Client Comment

Assurance given that the audit will commence in January 2009.

Audit Comment

None

Deferral within 2008/9 - Environment and Regeneration

SERVICE AREA: Environment and Transport

TITLE OF ORIGINAL AUDIT: Transport Project

ORIGINAL PLANNED DATE FOR AUDIT: 2008/09 Quarter 1

REVISED PLANNED DATE FOR AUDIT: 2008/09 Quarter 2

CHANGE REQUESTED BY: Director of Environment and Transport

Reason(s) for the change

The contract should have been awarded in Feb 2008, but was awarded in June 2008. The contract was not signed till September 2008, very close to the contract start date (early October 2008), due to discussions about the terms and conditions of the contract i.e. legal mark-up discussions. As a result there was a delay in agreeing an implementation which was the focus of the IA review.

Risk to the Corporate Plan

None

Client Comment

None

Audit Comment

None

New 2008/09 Environment & Regeneration

SERVICE AREA: Environment and Transport

TITLE OF ORIGINAL AUDIT: Parking - Pay & Display Maintenance and Cash Collection

DATE AUDIT REQUESTED FOR: Quarter 2

REQUESTED BY: Director of Environment and Transport

Reason(s) for the new work

To provide assurance on the management controls and arrangements for the Pay & Display Maintenance and Cash Collection.

Risk to the Corporate Plan

None

Client Comment

None

Audit Comment

None

Deferral within 2008/9 - Environment and Regeneration

SERVICE AREA: Environment and Transport

TITLE OF ORIGINAL AUDIT: Public Transportation and Traffic Management

ORIGINAL PLANNED DATE FOR AUDIT: 2008/09 Quarter 1

REVISED PLANNED DATE FOR AUDIT: 2008/09 Quarter 3

CHANGE REQUESTED BY: Director of Environment and Transport

Reason(s) for the change

Due to the introduction of legislative changes (including the Traffic Management Act 2004), the London Mayoral elections and uncertainty regarding revisions to the London Mayor's Transport Strategy, it was considered that there was no added value for the audit to commence in Q1.

Risk to the Corporate Plan

None

Client Comment

None

Audit Comment

None

New 2008/09 Corporate Governance

SERVICE AREA: Internal Audit and Ethical Governance

TITLE OF ORIGINAL AUDIT: Data Protection Framework

DATE AUDIT REQUESTED FOR: Quarter 2

REQUESTED BY: Director of Corporate Governance

Reason(s) for the new work

To provide assurance on the Data Protection Framework.

Risk to the Corporate Plan

None

Client Comment

None

Audit Comment

None

Internal Audit Performance Indicators 2008- 09 @ 07.11.2008

PI Ref	PERFORMANCE INDICATOR	TARGET 2008/09 (annual & cumulative)	Cumulative Position at end of:		
			Q1	Q2	as at 07/11/2008
1	Percentage of 2008/09 audit plan completed compared to what was planned.	87.5% This is the combined figure for systems, follow-ups and projects.	3% complete or at draft report plus 9% at various stages of work in progress	22% complete or at draft report plus 28% at various stages of work in progress	36% complete or at draft report plus 31% at various stages of work in progress
2	Percentage of Audit reports followed up within 12 months of issue of final report	100%	2% complete or at draft report plus 12% at various stages of work in progress	24% complete or at draft report plus 22% at various stages of work in progress	46% complete or at draft report plus 12% at various stages of work in progress

