

Audit Tracker

Ref	Review	Review Date	Issue Noted	Risk Rating	Recommendation	Updater	Owner	Due Date	Forecast Completion Date	% Complete	Comments
External Audit											
	Annual Certification Report	Feb 2015	Despite sample checks being completed by benefits staff throughout the year errors are still being identified. Stronger analysis needs to be completed between the type and number of errors being found, the reasons identified and how officers and members can take assurance that the situation will be improved in the future. At present there is no clear evidence of the effectiveness of these checks five the high number of errors still being detected	High	A thorough internal assessment will be completed of the effectiveness of the checks being made by the benefits team and the continued prevalence of specific types of errors	Pauline Hull	Pauline Hull	30/4/15		0	A thorough internal assessment will be completed of the effectiveness of the checks being made by the benefits team and the continued prevalence of specific types of errors
	Annual Certification Report	Feb 2015	Year on year the same errors are being identified by EY as part of testing	High	A sample of 40+ testing will be selected early by EY in anticipation of finding errors which have consistently been found in recent years. This will help reduce some of the pressure on council staff towards the end of the audit	Pauline Hull	Pauline Hull	30/4/15		0	A sample of 40+ testing will be selected early by EY in anticipation of finding errors which have consistently been found in recent years. This will help reduce some of the pressure on council staff towards the end of the audit
	Annual Certification Report	Feb 2015	Completion of workbooks by Council staff needs to be improved before being passed to EY for testing	High	Workbooks need to be properly prepared with a clear audit trail supporting the claim value for each case selected. The team will be better resourced to complete the necessary administration on the workbooks	Pauline Hull	Pauline Hull	30/6/15		0	Agreed that there were specific issues around the data entry of cell numbers against the calculation lines and that the team is now better resourced to complete the necessary administration on the workbooks
	Annual Certification Report	Feb 2015	Continue to work on implementation of the 2012-13 recommendations	High	Agree a plan with EY to ensure how outstanding recommendations from 2013-14 can be implemented	Pauline Hull	Pauline Hull	30/4/15		0	Agree a plan with EY to ensure how outstanding recommendations from 2013-14 can be implemented
	Financial Statements Audit	Sept 2014	Service expenditure and income include Direct Services costs and recharges which grosses up the reported expenditure and income	Medium	The Council needs to establish effective accounting arrangements that eliminate internal recharges from reported expenditure and income	Anna Winship	Anna Winship	31/3/15		50	Discussion on the process have been started and work is progressing on putting these in place, which will be finalised ahead of the start of the next statement of accounts
	Annual Certification Report	Feb 2015	Reconciliation of subsidy to subsidy balancing report needs to be improved. Differences identified in 2013-13 and 2013-14	Medium	Direct payment claims will be balanced earlier to identify potential problems.	Pauline Hull	Pauline Hull	30/6/15		100	Reconciliation have been completed for the 3 months November 2014 to January 2015, and will continue on a monthly basis going forward
	Annual Certification Report	Feb 2015	Guidance requires that the Risk-based Verification (RBV) policy is reviewed annually. This was not done in 2013-14	Medium	The RBV policy will be reviewed in 2014-15	Pauline Hull	Pauline Hull	30/4/15		75	the policy has now been reviewed for 2014-15
Internal Audit											
IA545	Community Dev, Centres & Associations Audit	1-Mar-2014	1 of 19 community centres currently has a signed lease agreement. The remaining centres have less formal agreements in place.	Medium	Legally the Council are not covered from liabilities. Lack of clarity over responsibilities.	Angela Cristofoli	Angela Cristofoli	29-Apr-2014		95	Nearly all CCs have an existing agreement in place, awaiting final confirmation on 1.
	Collection Fund	November 2014	From a sample of 25 cases being reviewed for debt recover procedures 7 of the cases had not been any action for long periods of time, in most cases this was over 2 years	Medium	All cases with long periods of inactivity will be identified and procedures for recovery will restart, and the recovery team will ensure that going forward cases are reviewed regularly to avoid similar issues occurring	Nick Gibb	Nick Gibb	31/12/14		100	All cases with long periods of inactivity have been identified and procedures for recovery have restarted, and the recovery team will ensure that going forward cases are reviewed regularly to avoid similar issues occurring
IA547	Community Dev, Centres & Associations Audit	1-Mar-2014	Some of the community centres contact the repairs and maintenance team directly and have jobs raised on the Uniform system.	Low	Work in which the Council is not responsible is performed. Repairs and maintenance may not be monitored.	Mark Spriggs	Mark Spriggs	1-May-2014		50	A division of responsibility between the Council and Community Associations has been established and also attached to the proposed lease. Monthly meetings between CAN and Property have been organised to help monitor projects, performance and outcomes. Dialogue about the transfer of budget to CAN to increase monitoring and control is on-going
IA605	Fraud Risk Assessment	1-Jun-2014	Internal fraud cases are not currently recorded on a system unless they relate to housing benefits or council tax. The investigations team are deemed to have sufficient knowledge to perform risk assessments to enable cases to be prioritised. The detail of the cases is maintained locally by the team.	Low	Internal reported cases will be documented on a centralised system. The existing Northgate system has the functionality to perform this. TimeLine for delivery will be agreed with the Head of ICT and prioritised within the Council's corporate ICT work plan.	Scott Warner	Scott Warner	31-Dec-2014	31-08-2015	70	The proposed new system is incorporated in the Council's ICT work plan. DCLG bid funding announcement recently received, adjustment to system specification required prior to contract tendering process.
IA523	Cash and Card Receipts Review	7-Feb-2014	Whilst the Council are moving towards becoming cash free there is no regular monitoring of the cash payments which are being received.	Low	The increase in cash intake during the year to date is not in line with the Council's objective of reducing cash payments; failure to monitor and identify the reasons for increases could result in the Council not being able to put in place appropriate actions to reduce cash payments.	Wendy Edwards	Wendy Edwards	31/3/15		80	A report is being compiled outlining and identifying the areas of cash intake with a view to decide on action to reduce. Direct Debits are being promoted in respect of Sundry Debtors
	Financial Systems Payroll	Feb 2015	An employee was eligible for a payment of £252 for overtime, but this was mistakenly reflected on the form as 252 hours' overtime, which amounted to a payment of £3,528. The claim was authorised within the department and subsequently approved by the payroll team. The claim was submitted for payment but was recalled following a prompt from the employee. Had the employee not flagged this it is unlikely that the error would have been picked up as it had already gone through the Council's checking process.	Medium	The error should have been identified initially by the claims authoriser (Manager / Head of Service) and secondly by the payroll team. Given this was the largest overtime claim in the period it should have been queried and investigated at the time. The case was also highlighted on the overtime exception reports produced as part of the month end checking but was not investigated at the time.	Paul Collins	Paul Collins	28/2/15		100	All authorising managers and payroll staff have been reminded of the need to appropriately check claims in detail before approving. Payroll staff will provide a greater challenge to larger/unusual claims

	Financial Systems Payroll	Feb 2015	Overtime claims can be submitted through either the electronic self-service system or manually through the completion of a form. We tested a sample of 25 claims and found that the authoriser's name was not entered on the overtime form in 5 cases. The cases had clearly been authorised through an email with the attached form, however these were sent through by the PA to the Head of Service	Low	Ensure overtime claims are authorised correctly	Paul Collins	Paul Collins	28/2/15		100	Authorisers have been reminded of the need to complete overtime forms completely and any incomplete forms will be returned.
	Financial Systems Payroll	Feb 2015	We found a number of cases where evidence of the payroll checks carried out was not clearly documented	Low	Ensure all payroll checks carried out are evidence appropriately	Paul Collins	Paul Collins	28/2/15		100	Staff have been reminded to ensure any checks carried out are appropriately evidenced
	Financial Systems - General Ledger	Feb 2015	A number of key reconciliations are performed regularly between the General Ledger and feeder systems/control accounts. We found that the daily cash reconciliations were not reviewed by a senior member of staff and that AR and AP monthly recs had no evidence of review.	Medium	Ensure all reconciliations are reviewed and the review is evidenced	Anna Winship	Anna Winship	28/2/15		100	Responsibility for the review of the reconciliations has been clearly allocated to staff and procedures have been established to ensure the review of the reconciliation is clearly evidenced
	Financial Systems - General Ledger	Feb 2015	Manual journals require a journal template to be completed which must be authorised before input. We tested a sample of 25 journals and for 4 of these the date on which the journal was authorised was not entered onto the journal request, therefore we were unable to determine whether the journal was authorised before it was input.	Low	Ensure all journal templates are completed fully	Anna Winship	Anna Winship	28/2/15		100	Journal forms will be fully completed going forward with details of authorisation clearly documented.
	Financial Systems - General Ledger	Feb 2015	The cash suspense account is reviewed on daily basis(or every few days) and items are cleared. We obtained a snap shot of the cash suspense account as at the time of the audit. There were 230 items in the suspense account with a total value of £181k, of these a total of £78k were older than 1 month.	Low	Ensure cash suspense is reviewed on a regular basis and nothing older than 6 months remains in the account	Wendy Edwards	Wendy Edwards	28/2/15		100	The cash suspense account is now reviewed on a daily basis and the aged items will be investigated and allocated as required. Each month the age of all items in the suspense account will be reviewed to ensure a build up of aged items is avoided
	Financial Systems - General Ledger	Feb 2015	Before a new user is given access to Agresso appropriate authorisation must be obtained. We tested a sample of 6 new users and found that in one case there was no evidence of authorisation.	Low	ensure all users that are set up are done so with the appropriate access	Anna Winship	Anna Winship	28/2/15		100	Clear procedures have been established and communicated to the IT team with details of who can authorise access
	Financial Systems - Fixed Assets	Feb 2015	A quarterly reconciliation is carried out between the Fixed Asset Register (FAR) and a number of other systems which hold asset data. Our findings showed that there had been a delay in the reconciliations in Q1, due to the year end activities taking place at this time. Also that the Northgate housing Q1 rec had been done against the manual FAR rather than Agresso FAR.	Low	Ensure reconciliations are carried out with correct systems and in a timely manner	Andrew Friar	Anna Winship	30/10/15		50	Going forward all reconciliations will be against the Agresso FAR. All reconciliations will be carried out within a month of the quarter being reconciled except for Q1 reconciliations which will not be carried out, and Q2 will be a cumulative reconciliation
	Financial Systems - Fixed Assets	Feb 2015	We reviewed the FAR and found that there were two land assets (asset reference: 11100013 and 11100381) which were being depreciated. These were due to errors which occurred during the Agresso data upload. One of the assets generated no depreciation as it is held at nil value. the second generated an insignificant level of depreciation in 2013/14. therefore the financial impact of these two cases was minimal	Low	Ensure all new assets are loaded into the system with the correct depreciation method	Andrew Friar	Anna Winship	31/3/15		100	The depreciation settings in the FAR has been corrected to 'non-depreciable' for the two land assets. The depreciation settings will be accurately updated when adding assets to the FAR in future
	Financial Systems - Fixed Assets	Feb 2015	We performed a check using data analytics to identify any missing asset references; this identified 16 missing references. These all relate to assets that were uploaded to the Agresso FAR with a nil nominal value which removed them from the main FAR list, while maintaining the individual asset record in the FAR database. Assets must have a nominal value of £1 to appear in the main FAR listing	Low	update all assets held at zero to show as £1	Andrew Friar	Anna Winship	31/3/15		50	The missing asset reference numbers have been provided to the Council. These will be loaded on the system at £1. this will also be considered when uploading other assets in the future
	Housing Benefits	Feb 2015	There has been an increase in the level of Housing Benefit overpayments. The Council's total housing benefit overpayment as at September 2014 was £2.1m, 33% higher than the total at the same time last year. There has been an increase in overpayments due to local authority error, a 60% increase compared to the same time last year. Where overpayments relating to LA error are in excess of specified thresholds no subsidy is payable. The forecast subsidy loss at October 2014 is around £177k	Medium	That the processing of housing benefit claims is continually reviewed and mitigating action put in place to reduce the overall level of overpayments specifically with regard to overpayments arising from local authority error on which housing benefit subsidy may be lost	Anne Harvey-Lynch and Pauline Hull	Anne Harvey-Lynch and Pauline Hull	31/3/15		50	Claimant error- We have increased our resourcing in this area to complete outstanding write-offs. We are working with a company called Akinika to help us target the most collectable debts. This in turn will help us to identify uncollectable debts for write-off and allow us to focus on those where there is some likelihood of recovery. LA error - this is reported on weekly basis and checks take place to ensure correct classification of overpayments is taking place. Trend data is analysed however to date there has been no specific area of work identified that has led to LA error. We will continue to monitor this weekly to ensure we at least meet the 40% subsidy level but will also endeavour to ensure we fall below the lower threshold
	Housing Benefits	Feb 2015	The Council has housing benefit processing targets of an average of 14 days for new claims and 10 days for changes in circumstances. Targets are no longer set by the Department of Work and Pensions (DWP) however statistics on Local Authority benefit processing times are published on a quarterly basis. The time taken to process housing benefit changes of circumstances has increased compared to prior year, however new claims are being processed more quickly	Low	If change of circumstances are not processed in a timely manner there will be delays in adjusting benefits and increased risk of overpayment. Benefits may not be paid to those who have become entitled	Deborah White	Deborah White	31/3/15		0	We have constantly met our targets in recent months and have put measures into place to recognise a potential overpayment, this work is being carried out by our Pre-assessment team. In addition to this, the workload is monitored more closely and resilience requested as soon as it is needed. Weekly management meetings are taking place so trends can be identified at an early stage and actions taken to improve performance. Current performance processing for new claims and changes of circumstance at 31st December shows we are within target for December, and year to date we are within target for new claims
	Housing Benefits	Feb 2015	We selected a sample of 30 quality checks performed on new claims and changes of circumstance to ensure that quality checking procedures had been performed and amendments accurately processed. For 2/30 quality checks selected we found that the reviewer had identified an amendment and the appropriate updates were made, however the checking spread sheet had not been updated with a record of the action taken.	Low	Ensure the checking spread sheet is updated with all action taken	Pauline Hull	Pauline Hull	31/12/14		100	Staff have been reminded of the need to action and document any amendments which have been recommended and a clearer process for identifying where this has not happened has been established. A change has been made to the monthly task sheet to remind staff to update the quality checking spread sheet