

Internal Audit Progress Report

Contact Officer: Helen Taylor
Telephone: 01895 556132

REASON FOR ITEM

This report provides the Audit Committee with a summary of Internal Audit (IA) activity in the period from 1 September 2012 to 22 November 2012. This fulfils the requirements of CIPFA's Code of Practice for Internal Audit in Local Government to bring to Members' attention periodic reports on progress against planned activity and any implications arising from Internal Audit findings and opinions.

The report also satisfies the Audit Commission requirements to keep Members adequately informed of the work undertaken by Internal Audit and of any problems or issues arising from audits.

OPTIONS AVAILABLE TO THE COMMITTEE

To note progress against the Internal Audit Plan for 2012-13 and the updated position of those audits undertaken in years 2009-10 2010-11 and 2011-12.

1. INFORMATION

1.1. In addition to the Annual Report, the Head of Internal Audit produces interim reports to Officers and Members throughout the year. These are approximately quarterly, summarise progress to date and bring to the attention of members any issues of note.

2. Resources

2.1. Recruitment for a trainee auditor has been completed and the appointee will be starting in January 2013.

3. Progress against Plan and Follow up Status

3.1. During the period, four completed audits received Limited Assurance. Six received Satisfactory Assurance and three Full Assurance.

3.2. The current status of the 2012-3 plan is included in Appendix 1.

3.3. The progress and status of those audits carried out in, 2011-12 2010-11 and 2009-10 is included in Appendices 2, 3 and 4. The implementation rate for follow ups is 64% but this masks good progress in some audits, where all recommendations have now been cleared.

3.4. A short audit of Right to Buy Valuations was added to the plan because changing legislations led to a sudden increase in Right to Buy applications, which had tailed off in recent years.

3.5. The following Audits have been deleted from the 2012-13 Programme.

- **Schools' HR** – This was included because it was operating from a Hillingdon school. The school has since become an academy and the HR Cooperative has become a private company.
- **Highways Rhino Machines** – The Audit of Highways Reactive Maintenance included a review of this area and the business model was found to be operating satisfactorily.
- **Harlington Road Depot - Fuel** – Internal Audit have been tracking the progress of the 2010-11 audit, where the last recommendation has been implemented by the department but needs to operate for a few months to allow us to form an opinion on its day to day operation. Another audit this year will not add to what we already know about the improvements in this service.
- **Energy Usage** - the audit was originally planned to undertake post implementation review of projects relating to Energy Usage. However, the projects are in their infancy and are being discussed as part of the overall Carbon Reduction Strategy therefore this audit will be deferred.

3.6. Summaries of the outcomes of the audits completed in the period are provided below:

3.7. Unless otherwise stated, all reports have an action plan agreed with internal audit.

Audit Title: Contracts – Final Accounts (Corporate Construction) (2011-12)

Assurance level: Limited

The Corporate Construction Projects Service (CCPS) is the support function to other services of the Council that project manages the construction of new facilities or refurbishment of existing facilities from which improved services can be provided to the community. Projects are developed in conjunction with the Client Service, from the design process and planning stages through to construction, completion and hand-over.

Upon completion of a contract, the contractors will submit their final account. This is comprised of detailed statements for any variations from the original contract sums and calculations of the final costs of works. The Council should ensure that it is accurate and relevant and confirm that prior payments, outstanding claims and retained values have been accurately accounted for.

The audit objective was to ensure that when final accounts are produced they are complete and accurate.

We were pleased to report risks are appropriately addressed in these areas:

- Adjustment of contract provisional and contingency sums

- Release of retention monies

Improvements are needed to address risks in the following areas:

Control improvements required	Risk	Agreed Target Date
Contract variation instructions should be fully completed and record how each variation adjusts the contract sum total. If not recorded, the financial effect of variations may not be fully recognised resulting in poor contract cost control. The instructions should be subject to management overview and checking otherwise incorrect information may be recorded, resulting in contract and financial error not being realised.	High	08-02-13
All authorised copies of certificates issued under a contract should be retained on the project file. Authorisation should be evidenced by the relevant officer's manual written signature and printed name. Without such evidence, certificates may not be bona fide and any disagreements may be difficult to resolve.	High	08-02-13
Standards should be set for file structures with a checklist of the necessary documents and a system of cross referencing to the relevant document. Compliance with these standards should be regularly checked and evidenced by management to ensure records are complete and controls not missed or overlooked.	High	08-02-13
A comprehensive filing system should be established. Contract files should be numbered and securely filed and accessible from one location with restricted access, to prevent files being lost or destroyed and the information trail not being supported. Periodical management compliance checking should be undertaken and evidenced.	High	08-02-13
Contract information held electronically by staff should be saved to a shared computer drive so that information can be easily accessed if an officer leaves the Council. Guidelines should be developed and implemented for the electronic storing of contract information otherwise there would be difficulty in getting a complete view of a contract to ensure that the consistency of file information is being maintained. Without this,	High	08-02-13

management would not be aware if filing expectations are being met.

Project officer actions should be subject to regular checking by management during the currency of a contract otherwise inconsistent practices and error may result. The checking should be evidenced via a checklist. High 08-02-13

When a contract instruction is issued by an external consultant based on a contractor quotation, the quotation should be supplied to the Council for verification and agreement prior to the issuing of an instruction to the contractor. Without this, the quotation may be inflated resulting in the Council incurring extra expenditure than may otherwise apply. Medium 08-02-13

Staff should be reminded of Council policy and requirement for the application of liquidated and ascertained damages as allowed by contract, otherwise damages may not be recovered and incurring a loss to the Council due to staff misconceptions. The need to apply damages or otherwise should be verified by management and evidenced via a checklist. Medium 08-02-13

Fully certified Statements of Account should be held by the Council otherwise agreement to it by the Council and contractor would not be evidenced which could lead to difficulties in resolving disputes. Medium 08-02-13

Contract tender specifications held should include a breakdown of all costs so that the document can be used for accurate reference purposes and to defend any associated post contract claims. Medium 08-02-13

Management Comment

Corporate Construction have been the subject of a thorough review under the BID process. This has resulted in detailed working procedures and standardised templates being created. These are due for implementation by the end of November.

The Service is moving away from the retention of paper records and has devised a detailed file structure that accommodates the storage and usage of electronic information. This will be aligned with the processes and documents that have been devised as part of the BID review.

A Commercial team has been created, under the new post of Commercial Manager. This post has the remit to manage all financial aspects of the

construction process, including the production and reconciliation of the final account. This change has already resulted in improvements to the processes described above.

Although the results of the BID review will be implemented by the end of November, there have already been a number of improvements brought about by improved practices within the team. There has been a target date set for 8th February 2013 to resolve the issues identified in the audit. The points raised will all be adequately addressed by these dates, in accordance with the plan outlined above.

Audit Title: Direct Payments 2011/12 review

Assurance level: Limited

Concerns over the use of Direct Payments and the review processes in place for these clients were raised with Internal Audit. As a result, it was agreed with the Corporate Director of Social Care, Health and Housing that an audit of this service would be undertaken.

The Corporate vision is “Putting our residents first”. The objective is to improve and promote the health and well being of adults and older people.

Direct payments were introduced under the Community Care (Direct Payments Act) 1996. They are monetary payments made to individuals to purchase all or part of the care services that are required to meet their assessed needs.

The audit objective was to provide assurance to management on the adequacy, effectiveness and application of the key controls in relation to those service users in receipt of Direct Payments.

The audit was conducted just as the Functional Assessment in Care Environment, FACE, Resource Allocation System, RAS, and support planning processes in conjunction with pre-paid cards were being introduced as part of rolling-out Personal Budgets. The programme included transition of existing Direct Payment users to a pre-paid card and new ways of working. Given the timings, the audit scope did not include reference to these changes or how they would impact and improve current ways of working. This context needs to be borne in mind when reading the findings and recommendations in the summary and report.

We were pleased to report risks are appropriately addressed in these areas:

- Assessment and Eligibility
- Roles and Responsibilities
- Completion of service users agreement

Improvements are needed to address risks in the following areas:

Control improvements required

Risk

Agreed

		Target Date
There should be a formalised protocol between DASH and the Direct Payment Team on the exchange of information. This should include set timescales for DASH to notify the Direct Payments Team of any changes in circumstances to ensure services users' needs are met and correct payments made.	High	December 2012
The protocol should cover the requirement for DASH to report any findings to the DP Team on the quarterly monitoring reviews to ensure any findings of misuse of funds, unspent accounts or possible changes to service requirements are quickly followed up and promptly reclaimed.	High	December 2012
DASH quarterly service performance reports should include key performance indicators and outcomes regarding the support services they have provided during the quarter as this will ensure proper evaluation of DASH performances and outcomes.	High	December 2012
DP cases should be risked assessed as High, Medium or Low, and a decision made on how often and what type of financial review should be carried out for each risk category because without monitoring and review, DP funds could be open to abuse, misappropriation or mismanagement.	High	December 2012
A consistent procedure should be developed, agreed by senior management and implemented by the Direct Payment Team to suspend direct payments and put alternative care arrangements in place, if service users do not return their quarterly monitoring returns promptly otherwise there will be no incentive for service users to complete and return the form	High	December 2012
Revisions and updates to The Direct Payments policies and procedures should be finalised and circulated at regular intervals. Without circulation of policies and procedures, inconsistencies and errors might occur or decisions may be based on incorrect information leading to the wrong amount of direct payment being paid.	Medium	December 2012
Care management and/or Social Care Teams should put in place an action plan to clear any	Medium	December 2012

cases that have not had a care manager review within the last 12 months, prioritising those cases that have not had a review for the longest period. Without carrying out annual care package reviews on a timely basis the service users' needs might not be met and changes in circumstances might not be brought to the attention of Care Workers for appropriate action.

The DP service users' satisfaction survey format and content should be scrutinised by the Commissioning and the DP teams. DASH should be requested to send the completed client questionnaires with a summary of the results to the DP Team so that they can review the results and take any necessary action to address users' concerns.	Medium	December 2012
---	--------	---------------

The ContrOCC payment system should be interfaced with Oracle Accounts Payable system to ensure faster, complete and accurate transactions	Medium	December 2012
---	--------	---------------

The quarterly monitoring return form should be reviewed and updated with a view to adding a Data Protection declaration / statement, a clearer request to return the form with bank statements, other supporting documentation and a statement that if they do not return the form their direct payment might be stopped as this will serve as an incentive for service users to complete and return the form	Medium	December 2012
---	--------	---------------

The excel checklist which records the submission and checking of quarterly returns and financial reviews should be kept up to date, password protected and regularly reviewed by management to ensure monitoring records of quarterly returns or annual financial reviews are kept up to date.	Medium	December 2012
--	--------	---------------

Investigations into large unspent funds should be adequately recorded with activities undertaken, reasons and resolutions noted. This will reduce time being wasted on duplicating tasks and queries from service users cannot be clearly resolved which will lead to complaints.	Medium	December 2012
---	--------	---------------

Management Comment

Since the audit was conducted a significant amount of work has been undertaken to address the risks identified and put in place improvement controls.

Over half of existing direct payment bank users have now been transferred to pre-paid cards. A reassessment programme for existing DP bank users has commenced and further service users will be transferred to pre-paid cards.

Prepaid cards give real time information on service user spend, identifying spend patterns which require investigation. The DP team are now determining risk based on the assessment of need and the amount of funds which are to be allocated, and are working with the person and their social worker on a case by case basis where anomalies are detected.

Fortnightly monitoring meetings now take place with DASH to cover service and performance and actively address any concerns regarding service users where there are anomalies.

The revised DP Policy has been drafted and is reviewed. Process maps have been drawn up and procedures drafted. A revised service user agreement has been prepared. The ContrOCC payment system is now interfaced with Oracle Accounts Payable system to ensure faster, complete and accurate transactions

Audit Title: Golf Courses Audit
Assurance level: Limited

This audit was identified as part of the annual audit plan for 2012/13.

Golf Hillingdon comprises of three golf courses within the Borough (Haste Hill, Ruislip & Uxbridge Golf Courses). In December 2011 management of the Golf Hillingdon transferred back to LBH from a company called Mack Trading. A fourth golf course, Stockley Pines, is managed in partnership with Picasso Stockley Restaurant Limited.

Mack Trading currently owes LBH a total sum of £275,669.32, for unpaid rents for the three golf courses relating to the last 12 months. The outstanding debt has been transferred to the Corporate Legal Section to arrange collection.

The objective of the audit was to ensure Golf Hillingdon is managed efficiently, effectively and economically.

We were pleased to report risks are appropriately addressed in these areas:

- Golf courses rota system
- Public liability insurance

Improvements are needed to address risks in the following areas:

Control improvements required	Risk	Agreed
--------------------------------------	-------------	---------------

Audit Committee 6 December 2012
PART I – MEMBERS, PUBLIC & PRESS

		Target Date
The Green Spaces, Sport & Leisure Senior Manager should put in place a Golf Hillingdon Strategy with clear milestones and target dates, Once the strategy has been documented it should be formally approved, made accessible and circulated to all parties responsible and involved in Golf Courses. This will ensure resources are used efficiently, effectively and economically and the council's objectives and priorities are being achieved.	High	March 2013
Comprehensive procedures (covering Financial Management, Health and Safety, Performance Management and Customer Services) should be developed in line with the council's Financial Regulations and policies. To ensure consistent practices are adopted.	High	December 2012
The Golf Business Manager should ensure that daily income is independently checked by a second officer. This will ensure transactional errors and fraud do not go undetected and the Customer Services Assistant is not vulnerable to accusations of misappropriation.	High	December 2012
A safe register should be put in place to record all items going in and out of the safe at every golf course. This will ensure an audit trail is maintained.	High	December 2012
The Golf Business Manager should ensure an inventory is produced of stock in each shop and of equipment and vehicles on site and that subsequently regular checks are made. This will ensure that any misappropriation can be identified and that in the event of a fire there is a record of assets.	High	Implemented
The Head of Planning, Sport & Green Spaces should monitor progress of the implementation of the Health & Safety action plan. To ensure all Health and Safety regulations are being compiled with and council is not held liable for being negligent in the event of an injury or death.	High	April 2013
The documented financial procedures should include how any shortfalls identified on the daily income sheet should be recorded, investigated and reported. This will ensure short falls are recorded, investigated and reported.	High	December 2012
The Golf Business Manager should put in place arrangements to arrange for cash collection when	Medium	December 2012

the total in the safe is over £10,000. This will ensure cash and cheques do not remain vulnerable to theft.

All income should be reconciled on a daily basis. Reconciliations should be signed and dated by the officer who has prepared and reviewed reconciliation. This will ensure unauthorised transactions are detected. Medium December 2012

Management should ensure security alarms are operational at every golf course. This will ensure council property and assets are kept secure. Medium December 2012

The Green Spaces, Sport & Leisure Senior Manager should ensure a complaints procedure is developed and introduced to capture complaints regarding the golf course service and facilities. To ensure facilities and services at golf courses can be improved effectively. December 2012

Management Comment

The report was only issued on the 21st November. Officers are currently working through the recommendations to the agreed timelines. In the absence of corporate cash handling policy a draft has been written and is currently being tested to ensure its recommendations are practical, further amendments will be made to ensure it can be implemented successfully.

Audit Title: Harlington Road Stores – 2011/12 review

Assurance level: Limited

At Harlington Road depot, there is a store which stocks over 200 different lines of supplies and equipment worth over £65k. Although, it is mainly for the highways, street lighting and waste services divisions, other services can also utilise it.

The overall responsibility for this service rests with the Corporate Director of Planning, Environment, Education and Community Services (PEECS). Under the recent restructure, the responsibility for this store has been delegated to the Deputy Director - Public Safety (PEECS), who is based at the Civic Centre. However, the operational responsibility for managing this service on a day to day basis is delegated to the Waste Services Manager, based at the depot.

The viability of keeping this store open at Harlington Road depot has been under scrutiny and it has been decided to retain it for the foreseeable future. The Deputy Director - Public Safety is therefore seeking assurance on the adequacy and effectiveness of the systems and controls in place for requisitioning, storing, issuing, billing and security aspects of the current stores management service. Hence, this audit will be carried out as part of the annual audit plan for 2011/12.

The objective of the audit was to provide management with an assurance that the current systems and controls in place for managing the stores at Harlington Road depot were adequate and effective.

We were pleased to note that the Waste Services Management team of PEECS group took over responsibility for managing the stores at Harlington Road depot, at a short notice.

Improvements are needed to address risks in the following areas:

Control improvements required	Risk	Agreed Target Date
The Waste Services Manager should ensure that there are formally documented policies and procedures, on the day to day management of the stores service, which include appropriate management checks and that staff are trained in these. Without documented policies and procedures, inconsistent practices may develop which could lead to stores not being properly accounted for. Also, business continuity may be jeopardised in the absence of a key member of staff.	High	Dec 2012
The Waste Services Manager, in conjunction with corporate ICT, should consult the TRANMAN system supplier to confirm whether the crystal reporting software is the barrier, preventing the extraction of relevant information for recharging purposes. Without doing this it is not possible to ascertain if the problem is software or training related.	High	Jan 2013
If corporate ICT and the TRANMAN supplier confirms that crystal reporting software is an essential requirement, the Waste Services Manager should ensure that the Office Manager is immediately provided with that software and appropriate training. Without appropriate management information, a lot of unnecessary time and resources could be wasted.	High	Jan 2013
Until such times as the process is automated the Office Manager should produce monthly manual journals, for the accountant to recharge appropriate cost centres. If the relevant cost centres are not charged promptly and the service users not kept informed about those charges, there is a risk of them overspending.	High	Dec 2012
Relevant invoices / recharge schedules for all	High	Dec 2012

2012/13 requisitions should be produced from the TRANMAN system and sent to the relevant service users / budget holders for scrutiny. If adequate management information is not made available, the service users cannot comment on the accuracy of charges applied to their cost centre or manage their budgets efficiently.

The Waste Services Manager should ensure that there is a system in place, which ensures that the budget holder gets a copy of the SRIN showing what their staff have drawn from the stores. The budget holder should check those SRINs against the recharge schedules they receive from the Office Manager, to ensure that their cost centre is only charged for items they had drawn. Without a copy of SRIN, the budget holder may not be able to confirm conclusively whether they had been accurately charged.

High Nov 2012

Waste Services Manager should ensure that facilities management arrange the inspection of fire detecting and fighting equipment forthwith. There are Health and safety and other legal risks of not having a valid inspection certificate

High Nov 2012

The Deputy Director of Public Safety in the PEECS group should obtain Human Resources advice to revise the job descriptions of officers whose roles, responsibilities and reporting lines have changed. If the job description does not reflect the anticipated role and responsibility of the officer concerned, there may be implications when holding staff to account.

Medium Dec 2012

The Waste Services Manager should arrange TRANMAN training for himself, the Office Manager, the Technical Procurement and Stores Control Officer. Without appropriate training and knowledge of the full potential of any system, it is difficult to produce relevant management information.

Medium Feb 2013

The Waste Services Manager should compile a formal authorised signatory list, including the specimen signatures, of all bona fide line managers and supervisors from the different service areas, who can raise Stores Requisition and Issue Notes (SRINs). This should be periodically updated. Without a formal authorised signatory list, there is a risk of unauthorised withdrawal / issue of stock items.

Medium Dec 2012

The Technical Procurement and Stores Control Officer should have access to the authorised

Medium Dec 2012

<p>signatory list, which he should refer to when in doubt. Without specimen signatures, it cannot be established conclusively whether it has been issued by an authorised manager or team leader.</p> <p>The Waste Services Manager should ensure that the SRIN template is revised to include details of who has authorised, collected and issued items, with dates, and there is an agreed protocol for completing / using the SRINs, which is communicated to all concerned and is adhered to by all users of the stores service. If the protocol for requisitioning stock from the stores is not agreed and properly communicated to staff concerned, accountability will be diminished.</p>	Medium	Dec 2012
<p>The relevant Deputy Directors in the PEECS group should review and jointly decide who is responsible for managing the CCTV system. This should include a review of whether the CCTV cameras and/or the monitoring/recording system should be repositioned. Without clearly defined responsibility and monitoring, CCTV system may not be effective.</p>	Medium	Dec 2012
<p>The Waste Services Manager should ensure that periodic and documented sample checks of physical stock against the TRANMAN record are carried out by an officer independent of the day to day operation of the stores. Without these checks, the integrity of stock valuation may be compromised.</p>	Medium	Mar 2013
<p>A complete stock check, with the involvement of an independent officer, should be undertaken at least on a six monthly basis. Discrepancies may be difficult to investigate and resolve, if stock take / reconciliations are not done at reasonable duration.</p>	Medium	Oct 2012
<p>The Waste Services Manager should ensure that the Technical Procurement and Stores Control Officer processes all transactions on the TRANMAN system on the same day, or latest by the next working day, that the deliveries are received or stock is issued. Without up to date records, low stock level reports cannot be relied upon for decisions to re-order the stock.</p>	Medium	Nov 2012

Management Comment

Operation of the stores and the various systems and procedures are now undergoing a thorough overhaul in anticipation of merging with the much larger Housing Services stores function in early 2013.

As noted in the report, work had already started on systems and procedures since the the take over of the original stores function from fleet Services in April 2012.

It is noted that 6 monthly stock checks were already being carried out and that the other key audit recommendations will be implemented as per the Action Plan, and to align with the work now being done to combine Harlington Road stores with the Housing Services stores function.

Officers are in agreement with the final audit report and are pleased that their views were taken on board in the final version of the report

Audit Title: ICT Strategy
Assurance level: Satisfactory

An audit of the IT Strategy was undertaken as part of the approved internal audit plan for 2012/13.

The objective of the audit was to ensure an appropriate IT strategy has been documented and procedures are in place to oversee its implementation and delivery.

Hillingdon has a documented ICT Strategy 2012-2016 which is reassessed on an annual basis. The draft strategy was reviewed by each directorate's Change Board and then approved at the Business Transformation Board in March 2012. The strategy is accompanied by an action plan known as the 'Single Development Plan' which outlines projects driven from the strategy. Projects are managed by ICT Business Partners assigned to each Directorate. The overall strategy is monitored weekly by the individual Change Boards and monthly by the Business Transformation Board.

Improvements are needed to address risks in the following areas:

Control improvements required	Risk	Agreed Target Date
The ICT Strategy should be updated to ensure appropriate and effective alignment of technology and business objectives.	Medium	Completed 11/10/2012
A formal timeframe for council wide communication of the ICT Strategy should be agreed and adhered to. This will ensure staff are kept informed of their responsibilities with regards to implementing and adhering to the Strategy.	Medium	End of Nov 2012
During the initial specification of the tender process for the Legal Service Case Management	Medium	Completed 11/10/2012

System, consideration should be given to renting rather than purchasing the application. This will ensure compliance with the strategic aims outlined in the ICT Strategy.

Audit Title: Creditors
Assurance Level: Satisfactory

The Creditor’s team recognises the effect of the economic recession and aims to provide residents with value for money, through better control over ordering and paying for goods, works and services.

In November 2011, the e-Procurement solution was implemented which enabled goods, works and services to be procured in an approved and compliant manner and automated the application of corporate financial controls.

The objective of the audit was to ensure that the creditors system is efficient, economical and effective.

We are pleased to report risks are appropriately addressed in the following areas:

- Policies and procedures;
- Roles and responsibilities;
- Requesting, approving and receipting orders on i-Procurement;
- Urgent payments made in respect of non-invoices transactions;
- Performance management.

Improvements are needed to address risks in the following areas:

Control improvements required	Risk	Agreed target date
A monthly exception report should be devised from the Oracle Financials system which itemises all invoices on hold and requiring corrective action. Details should be sent to relevant line managers to ensure corrective action is taken and monitored. Failure to clear queried invoices could adversely effect supplier relations and Hillingdon’s credit rating.	High	October 2012
Management should explore the option of having an automated control (built into the Oracle Accounts Payable system) which forces a hold on payment for any new or changed creditor’s bank details until a second officer has verified them. Without this there is a risk that payments could be made to the wrong accounts either accidentally or deliberately.	High	October 2012

Audit Title: Hillingdon Grid for Learning
Assurance level: Satisfactory

Hillingdon Grid for Learning (HGfL) provides modern networking and computing services to local educational establishments and libraries.

The overall audit objective was to ensure that the HGfL has an appropriate control environment in place which provides for economy, efficiency and effectiveness of operations, with reference to policies and processes, procurement, service delivery, asset control and accounting and budget monitoring.

We were pleased to report risks are appropriately addressed in these areas:

- Procurement
- Service Level Agreements
- Income
- Budget monitoring
- Staff declaration of interests

Improvements are needed to address risks in the following areas:

Control improvements required	Risk	Agreed Target Date
The recording of assets in the inventory and their control should be compliant with Financial Regulations, otherwise ownership may be difficult to confirm and missing assets may not be realised.	High	December 2012
Appropriate asset disposals should be supported by signed written authority, cross referenced to an inventory recording. Without this, disposals could be made without good reason.	Medium	November 2012
An independent reconciliation of inventory records to purchase orders should be introduced by management, otherwise omitted assets may not be included in the annual check	Medium	March 2013
Staff should sign an acknowledgement where they hold an HGfL asset out of the office / at home otherwise the retrieval of an asset may be forgotten if a staff member leaves. Without this acknowledgement, inventory reconciliation checking could be compromised. Asset ownership	Medium	November 2012

and whereabouts could be disputed.

A written policy should be agreed on the use, storage and disposal of obsolete equipment taken from customers, otherwise the physical storage capacity would be reduced if obsolete equipment is inappropriately stored and stored for longer than needed and not disposed of within agreed timescales. Equipment could be used for unauthorised purposes.

Medium November
2012

Audit Title: Early Years Centres
Assurance Level: Satisfactory

The Early Years Centres provide day care, education and support to families with children under 5 years old.

There are different types of childcare and early years provision within the borough:

- Private nurseries which are independently run
- Local authority childcare and early years services which are managed by the local authority for children and their families
- Workplace nurseries run by employers for children of their employees

This audit focussed on those nurseries, known as Early Years Centres (EYC) that are run by the London Borough of Hillingdon (LBH). These centres provide both paid childcare places and supported access provision for vulnerable parents and children within the borough.

- The Early Years Centres we looked at were:
- Nestles Avenue, Hayes
- South Ruislip
- Uxbridge

The centres provide childcare and Early Years Foundation Stage (EYFS) learning, and development programmes for 0 – 5 year olds. The provision is delivered in conjunction with Children's Centre services that provide a range of complimentary services for children and families.

All Early Years Centres have had recent OFSTED inspections which looked at staff background checks, Criminal Records Bureau checks, qualifications and adherence to the curriculum. These matters were therefore not included within the scope of the audit.

The Early Years Provision has recently undergone changes in management and there are several areas, such as the fees, which are going to be reviewed. South Ruislip Early Years Centre moved to new premises in June 2011.

The objective of the audit was to test systems and processes for managing the financial and administrative business of the centres with a view to ensuring they are efficient, effective and economical.

We were pleased to find that all three centres had adequate controls in place for most areas.

There are some areas of weakness which relate to certain centres and some that are common to all centres. Improvements are needed to address risks in the following areas:

Control improvements required	Risk	Agreed Target date
At Nestles Avenue a 100% check on all childcare contracts should be carried out to ensure they are signed. If not, the Council effectively has no contract to care for the child which could lead to disputes over the care provision	High	April 2013
Each centre should ensure they maintain a comprehensive, up to date inventory which is checked by an independent officer on an annual basis. Failure to do so means that Financial Regulations are not being complied with and increases the risk of loss/theft of assets.	Medium	April 2013
The authorising officers at South Ruislip Early Years Centre should be reminded to sign the permission to spend vouchers for petty cash. Periodically, an independent check should be carried out by senior management to ensure this is being done, otherwise there is no evidence of who authorised the expenditure which could lead to problems if there was a dispute over the validity of a payment.	Medium	April 2013
The Manager of Nestles Avenue should ensure that delivery notes (where provided) are signed by the receiving officer to show that goods have been received and checked. If they are not signed there is no evidence to show who was responsible for taking delivery.	Medium	April 2013
The Child Care Voucher system needs to be reviewed as it currently causes problems due to the lack of standardised systems. Unnecessary, additional work is undertaken by staff trying to discover which child the voucher payments relate to.	Medium	April 2013
Fees should be compared to other nurseries on an annual basis to ensure they are not too high or too low which could have an adverse effect on placement take up and/or effect income levels.	Medium	April 2013

All centres should have a comprehensive checklist at the start of each file to ensure that all documents are accounted for and that agreements are signed. If the necessary documents are not obtained, the eligibility of the child cannot be proven.

Medium

April
2013

Audit Title: Commercial Waste Collection
Assurance level: Satisfactory

The Council has a legal obligation under the Environmental Protection Act 1990 to collect household domestic waste. There is no legal duty for a local authority to provide an added commercial waste service to businesses and other institutions. However, as there is no need to separate domestic waste collection from commercial waste collection, Hillingdon Council can provide a commercial waste service at a minimal extra cost. By charging for the service, a surplus can be generated which goes towards subsidising the costs of other waste and street cleansing services provided by the Council. The Council generates approximately £1.3 million from fees and charges in providing this service

In providing a commercial waste service, the Council is operating in an extremely competitive market, alongside private waste companies.

Currently, the provision of this service is going through a major modification, specifically related to income collection. At the time of writing this report, a new direct debit system of receiving payments is in the process of being implemented to replace the existing semi-annual invoicing method.

The objective of the audit is to review the arrangements in place to ensure the effectiveness, efficiency and effectiveness of the Commercial Waste Service.

We were pleased to report risks are appropriately addressed in these areas:

- Commercial Waste Agreements
- Service Delivery
- Income
- Trading Account performance

Improvements are needed to address risks in the following areas:

Control improvements required	Risk	Agreed Target Date
Clear written policies, regarding the trade waste service's overall objective and strategy should be	High	March 2013

produced in addition to documented procedures detailing the process of completing the key administrative and operational tasks. Without polices and procedures there are risks to business continuity and inconsistent practices.

A system of recording and monitoring the return of key documentation such as Agreements/Contracts, Bulk Bin Hire Agreements and Duty of Care Forms from customers should be implemented as the Council maybe held liable to certain risks, such as non payment and non compliance by customers, if a service was provided without the existence of appropriate documents.

Medium December 2012

Procedures should be written, detailing the actions and time limits, for pursuing outstanding payments under the new Direct Debit arrangement for collecting payment to prevent future losses in income and the inconveniences of late payments.

Medium December 2012

Credit notes should be raised by the Trade Waste & Recycling Officer and then checked and authorised by the Waste Development Manger, or in his absence the Waste Division Manager. Otherwise, without having a segregation of duties, errors in the amount calculated may not be identified or invalid credit notes may be raised resulting in a potential loss for the Council.

High March 2013

The Trade Waste & Recycling Officer should maintain a record of all deleted customers which have been processed through Onyx; and on a monthly basis, this Onyx report should be reconciled back to the TRAX (Trade Refuse Accounting) system to ensure it is up-to-date. Without this, there is a risk of customer's details remaining on the Trade Sheets and result in subsequent collections of commercial waste and losses for the council.

Medium January 2013

Audit Title: Highways Reactive Maintenance
Assurance level: Satisfactory

This audit has been identified as part of the annual audit plan for 2011/12.

Under the Highways Act 1980 London Borough of Hillingdon (LBH) has a statutory duty to repair and maintain its Highways. Works include road and

footway maintenance, drainage work, signs and street furniture, public footpaths and statutory bridle ways and winter road services. The Street Scene Maintenance Service looks after 682km of carriageway and 1,411km of footways.

The objective of the audit was to ensure that the Highways – Street Scene Maintenance Service is efficient, effective and economical.

We were pleased to report risks are appropriately addressed in these areas:

- There is an annual inspection programme in place with an improving target achievement rate; from an overall 82% in 2009-10 to 96% in 2011-12 with 100% in all Primary and Secondary roads and footways.
- There is a rapid response team in place which carries out emergency repairs and 100% of the target is achieved.
- Post inspection checks are carried out to ensure quality and reduce repeat repairs.
- Appropriate permits that aim to minimise traffic congestion and hold ups are issued for street and highway works undertaken by utility companies.
- These permitted works are inspected during and post completion with fines applied and collected in appropriate cases.
- Budgetary control and monitoring procedures are in place and consistently applied.

Improvements are needed to address risks in the following areas:

Control improvements required	Risk	Agreed Target Date
The service should review the process for less urgent jobs to reduce the delays in the system and send jobs to the depot to be programmed into the next months schedule at the same time as they enter the approvals system. This will reduce the time between receipt of approval and carrying out the work.	High	January 2013
The team should review and analyse highways insurance settlements with a view to identifying ways of reducing risk.	Medium	January 2013
The Street Environment Service Manager (and Traffic Manager) should put in place a detailed timetable for completing the backlog of repairs. If the backlog of repairs is not completed within the set timescales the council may be exposed to greater risk of unnecessary insurance claims.	Medium	January 2013

Audit Title: Emergency Duty Team
Assurance level: Full

The Council has statutory duties and responsibilities under the Local Authority Social Services Act 1970 to provide services. Other related Acts are the Children's Act, Community Care Act, CSDPA, Mental Health Act, Asylum Act, and many more. The Emergency Duty Team is responsible for services provided for every other hour outside 9am to 5pm, totalling 128 hours per week.

Services also include assessing people under the Mental Health Act (MHA) as it is where the body is, not where the home responsibility lies. So, if they are from abroad the responsibility lies with Hillingdon Council. Anybody that is detained under the MHA from another country also becomes a temporary resident and some people can obtain rights under S117 Aftercare of the MHA.

There are also the asylum seeking children who become the responsibility of Hillingdon Council where we often have to provide placements etc.

The Emergency Duty Team (EDT) provides social care services to both adults and children outside of normal office opening hours. Calls are initially received by Careline staff from members of the public or from other agencies. The calls are passed to the EDT officer on duty who will prioritise calls and either deal with the queries over the telephone, redirect callers to another, more appropriate agency (such as the Police, ambulance etc) or become directly involved by face to face visits.

The objective of the audit is to ensure the Emergency Duty Team is working effectively, efficiently and economically.

We were pleased to report risks are appropriately addressed in these areas:

- Procedures
- Case Management
- Staffing
- Performance Management
- Data Security
- Budget Monitoring

Improvements are needed to address risks in the following areas:

Control improvements required**Risk****Agreed
Target Date**

The call logs should be revised so that there is a column for both the time the Emergency Duty Team (EDT) officer was contacted by Careline and the time the EDT officer contacted the service user. Without both times recorded, it is difficult to monitor response times.

Medium

Implemented

**Audit Title: Adoption
Assurance Level: Full**

The Adoption Permanence Team (APT) recruit prospective adopters, carry out family finding when it is decided a looked after child or children should be put up for adoption and arrange for their placement once a match has been approved.

There are three types of placement the APT deal with – adoption, special guardianship (since 2006), and long term fostering (up to the age of 14). The APT also deals with step parent adoptions and inter-country adoptions.

The service is responsible for administering adoption allowances and other forms of financial support.

There are many statutory obligations they must abide by, such as the Adoption and Children Act 2002.

There is currently a national drive aimed at reducing the bureaucracy involved in the adoption process and the time it takes from identifying that a child would benefit from adoption to when the child is adopted by a suitable and stable family.

Ofsted have recently stated that any council which fails to place a child identified for adoption in a stable home within 12 months will be barred from achieving an outstanding rating.

The objective of the audit was to ensure that the Adoption Service is efficient, effective, and economical.

We were pleased to report risks are appropriately addressed in these areas:

- Policies and procedures
- Recruitment of Adopters
- Placement of Children
- Payments
- Staffing
- Performance and Information Management
-

Improvements are needed to address risks in the following area:

Control improvements required

Social Workers should take copies of the evidence they obtain for financial assessments and retain it on file. Otherwise, there is no evidence that financial assessments have been calculated correctly which could lead to difficulties if an assessment was queried in the future.

Risk

Medium

Agreed target date

March 2013

Audit Title: Right to Buy Valuation (RTB)

Assurance level: Full

The right to buy (RTB) process was introduced in 1980 to allow council tenants to buy their council homes at a discounted price. To qualify, tenants must have lived in their council house for five years as per section 51 Housing Act 2008.

The maximum RTB discount in Hillingdon was increased on the 2nd April 2012 from £16,000 to a maximum of £75,000. The valuation process was brought in house in November 2011 and assigned to the Estates team.

The Council has an average stock of 10,300 houses. The corporate vision is "Putting Our Residents First" while the objective is to continue to provide good quality housing to our residents.

The objective of the audit was to review the controls in place which ensure that the RTB valuation process is efficient, effective and economical.

We were pleased to report risks are appropriately addressed in these areas:

- Valuation Process
- Roles and responsibilities
- Policies & Procedures

Employee Expenses

In 2011/12, Internal Audit provided advice on the proposed new system for employees to claim expenses and car mileage electronically. In 2012/13, we reviewed the controls and participated in the pilot scheme. Initially, this involved submitting test data to ensure that in-built controls were operating satisfactorily. This was followed by using the system to process valid claims for audit staff (in parallel with the paper based system). Our findings and recommendations have been fed back to Human Resources who have taken them on board. It is expected that the system will be rolled out to all Administration Services by March 2013. A full audit will be included in the plan for next year.

Investigation 63 was an allegation that information had been emailed to a third party. An examination of emails did not substantiate the allegation.

Schools' Audit

One school audit was finalised, Belmore Primary, which received Limited Assurance.

4. Follow up Audits

4.1. We continue to make progress in following up action points from previous audits. The table below lists those audits followed up in the period.

AUDIT TITLE	DATE ORIGINAL AUDIT ISSUED	HIGH	MEDIUM	LOW		IMPLEMENTED HIGH	IMPLEMENTED MEDIUM	IMPLEMENTED - LOW		NOT IMPLEMENTED HIGH	NOT IMPLEMENTED MEDIUM	NOT IMPLEMENTED LOW	REVISIED TARGET DATE
Investigation 56	Feb-12	3	1	0		3	1	0		0	0	0	N/A
Payments for Contingent Labour (on & off contract)	Jul-12	0	4	0		0	4	0		0	0	0	N/A
Investigation 30 (Rural Activities Garden Centre)	Oct-10	1	2	0		0	0	0		1	2	0	Nov-12
Glebe Primary	Jul-10	1	0	0		1	0	0		0	0	0	N/A
Whitehall Junior	Jun-11	0	1	0		0	1	0		0	0	0	N/A
Disabled Parking Bays (Anti Fraud)	Nov-11	0	1	2		0	1	2		0	0	0	N/A
IT Security & Data Handling	Jun-12	0	8	3		0	8	3		0	0	0	N/A
Carbon Reduction Commitment CRC	Feb-12	5	1	0		2	1	0		3	0	0	Nov-12
Leasehold Management and Service Charges	Jul-12	1	4	2		1	0	2		0	4	0	Dec-12
Mayoral Services 2nd Follow Up	Aug-11	0	1	0		0	1	0		0	0	0	N/A
Utilities Gas and Electricity	Mar-10	0	1	0		1	0	0		0	0	0	N/A
Hillingdon Homes Responsive Repairs 4th Follow Up	Oct-10	1	0	0		1	0	0		0	0	0	N/A
ICT Oracle Financial Debtor 3rd Follow Up	Jul-11	0	1	0		0	1	0		0	0	0	N/A
Improvement Projects 4th Follow Up	Jul-11	0	2	0		0	2	0		0	0	0	N/A
e-Invoicing System Follow Up	Apr-11	1	0	0		0	0	0		1	0	0	May-13
Fuel at Harlington Road Depot 3rd Follow Up	Jan-12	1	1	0		1	0	0		0	1	0	Dec-12
Subsistence 3rd Follow Up	Jul-10	2	0	0		2	0	0		0	0	0	N/A
Liquid Logic - PIR Review-Protocol	May-11	0	2	0		0	2	0		0	0	0	N/A

Fusion Contract Management 6th follow up	Jun-11	2	0	0		0	0	0		2	0	0	Feb-13
ICT Protocol - Adults and Children	Sep-11	0	1	0		0	1	0		0	0	0	N/A
Food Health and Safety 1st Follow-up	Aug-12	3	9	6		2	3	0		1	6	6	Apr-13
HR Payroll and Trigger Dates	May-12	0	8	0		0	5	0		0	3	0	Feb-13
3rd Greenwich Leisure Centre	Feb-12	2	1	0		0	0	0		2	1	0	Mar-13
ICT Penetration Testing Arrangements (HGfL)	Jan-12	0	1	2		0	0	2		0	1	0	Dec-12
Council Tax and NNDR 4th Follow Up	Jul-11	0	1	0		0	1	0		0	0	0	N/A
Passenger Services	Jun-12	1	3	0		0	2	0		1	1	0	Jan-13
2nd Debtors	May-12	0	1	0		0	1	0		0	0	0	N/A
		24	55	15		14	35	9		11	19	6	
% Implemented by Risk						58%	64%	60%					
Overall % Implemented										62%			
Overall % Not Implemented										38%			

5. Anti-Fraud work

Audit Title: Use of Purchase Cards

We carried out probity checks with the Council's Purchasing Card - "Rules of Use". We selected a sample cardholders and checked compliance with the following rules:

- Purchase cards were only used for low value, urgent items, when raising of a purchase order was not suitable;
- Users were not using cards in instances where there is an existing purchasing policy;
- All transactions greater than £250 for a single transaction and overall monthly spend limit of £1,000 were approved by the respective Head of Service prior to the transaction taking place;
- Users had evidence of purchases to support all transactions (i.e. receipts and delivery documents).

We have reported our findings to Senior Management with the following recommendations;

- The Contracts & Resources Manager at Brookfield must work with Procurement to ensure an adequate tender process is implemented for florists and contracts with suppliers put in place.
- The Head Procurement should liaise with the e-Procurement Manager and explore the benefits and possibility of procurement officers, receiving information on expenditure on an annual basis.

- The Purchase Card Policy should be amended to include a maximum ceiling which is in line with the Scheme of Delegation.
- Specific training should be provided to some managers on the rules around splitting purchases and requirements for reviewing P-card expenditure.
- The Purchase Card Rules of Use should be revised to provide clearer guidance on the control for card with a limit greater than £250, including the requirement to comply with delegation.
- An exception report should be produced of P-card items over £500 so that compliance checks can be carried out.
- The Purchase Card Agreement should be updated to include the clause, “In the event that a card holder repetitively does not retain receipts, the purchase card will be withdrawn.”
- A review of the P-card Agreements should be completed. New agreements should be signed for individuals where no agreement can be located.
- “Leaving Procedures” should be updated to specify that P-cards must be cut and returned to e-Procurement by managers.

Audit Title: Bribery Act

The Bribery Act 2010 came into force on the 1 July 2011. The Act is designed to address bribery and corruption in the public and private sector. Section 7 states organisations could be liable to unlimited fines if they fail to implement adequate procedures to prevent bribes being paid or received on their behalf.

However, there is a defence under section 9 for the organisation if it can prove it had adequate procedures designed to prevent persons associated with it from undertaking such conduct. If the council can demonstrate they have implemented “adequate procedures” to prevent bribery, this provides a defence.

We were pleased to report the Bribery Act 2010 is adequately covered in existing policies i.e. Anti Fraud and Corruption, Anti-Money Laundering Policy, Gifts & Hospitalities, Code of Conduct for Staff and Members.

We have reported our findings to Senior Management with the following recommendations;

- A periodical survey should be undertaken to confirm staff awareness.
- The Fraud Awareness E-Learning course should be amended to include content from the “Bribery Act 2010” and give some examples.

National Fraud Initiative

5.1. All data sets have now been sent to the Audit Commission for matching. Results are expected in January 2013, when they will be examined and followed up as necessary.

The teacher highlighted by a NFI match as having committed ID fraud was sentenced to four months in prison suspended for two years and 50 hours of community service.

Internal Audit Plan 2012-13 Progress							
Audit Title	Status	Date Finalised	Assurance Level	Date of last Follow up and Revised Date	Number of outstanding recommendations		
					H	M	L
CROSS CUTTING CORPORATE ISSUES							
Anti Fraud and Investigation							
National Fraud Initiative (NFI)	Ongoing						
Fraud Awareness	Ongoing						
Fraud/Irregularity Investigations							
Planned proactive:							
Professional Fees	Finalised	23/4/2012	N/A	May 2012	0	0	0
Employee Expenses	Finalised	12/11/2012	N/A		1	1	0
Use of Purchase Cards	Finalised	20/09/2012	N/A		6	3	0
Single Tender Actions							
Compliance with Quotes & Tenders							
Council Tax Student Exemptions							
Succession Tenancies							
Bribery Framework – specific service	Finalised	01/10/2012	N/A		0	3	1
Data Matches							
Other Cross-Cutting							
Annual Governance Statement - Audit	Completed		N/A				
Advice and Information (Ad hoc)	Ongoing						
Consultancy Advice - Specific Projects							
Employee Expenses - Automated Payments	Completed		N/A		0	0	0
Insurance - Risk Mitigation							
Voluntary Organisations Support							
Supplier Viability							
Establishment Audits - to be determined							
Misc Audit tasks							
Follow ups	Ongoing						
Brought forward Audits	Ongoing						
CENTRAL SERVICES							

Internal Audit Plan 2012-13 Progress							
Audit Title	Status	Date Finalised	Assurance Level	Date of last Follow up and Revised Date	Number of outstanding recommendations		
					H	M	L
Democratic Services							
Registration Services	In progress						
Finance							
NNDR							
Value Added Tax	Planning						
Treasury Management							
Human Resources							
Personnel Records							
HR Operations Processing							
Sickness Absence	Drafting						
Schools' HR	Deleted						
Overtime and Standby Payments							
CRB and Professional Association Checks							
Policy, Performance & Partnerships							
Performance Management							
PLANNING, ENVIRONMENT, EDUCATION & COMMUNITY SERVICES							
Corporate Property & Construction							
School Building - Project Mgt Phase 2							
Education							
Childrens' Centres							
Music Service	In progress						
Rural Activites Garden Centre							
School Admissions Service	Planning						
Schools - Primary							
Belmore Primary	Finalised	21/11/12	Limited		4	5	3
Charville Primary							
Colham Manor Primary	Draft issued						

Internal Audit Plan 2012-13 Progress							
Audit Title	Status	Date Finalised	Assurance Level	Date of last Follow up and Revised Date	Number of outstanding recommendations		
					H	M	L
Cranford Park Primary							
Field End Junior							
Harlyn Primary	Drafting						
Hayes Park Primary							
Hillingdon Primary							
Hillside Junior	In Progress						
Pinkwell Primary							
William Byrd Primary							
Wood End Primary							
Schools - Special							
Chantry	Drafting						
Schools - Secondary							
Abbotsfield							
Harlington Community	Draft Issued						
Ruislip High School							
ICT, Highways & Business Services							
CRC Efficiency Scheme	Completed data check	July 2012	N/A	N/A	0	0	0
IT Security & Data Handling	Completed	June 2012	Limited	October 2012	0	0	0
Highways – Rhino Machines	Deleted						
Harlington Road Depot – Fuel	Deleted						
Energy Usage	Deferred						
Facilities Mgt - Mechanical & Electrical	Drafting						
Planning, Sport & Green Spaces							
Mayoral Community Infrastructure Levy	Planning						
Trees - Compensation Claims							
Golf Courses	Finalised	November 2012	Limited		7	5	1

Internal Audit Plan 2012-13 Progress							
Audit Title	Status	Date Finalised	Assurance Level	Date of last Follow up and Revised Date	Number of outstanding recommendations		
					H	M	L
Blue Badge Scheme	In progress						
Public Safety							
Investigations Team							
Public Safety Contracts	Planning						
Commercial Waste Collection	Finalised	November 2012	Satisfactory		1	5	3
Waste Disposal - All Waste	Planning						
Libraries	In progress						
Licensing Services	Drafting						
Application Processing Team							
Transportation & Planning Policy							
Chrysalis	In progress						
SOCIAL CARE, HEALTH & HOUSING							
Access & Assessment							
Self Directed Support							
Assessment & Care Mgt - Adults	Planning						
Mental Health Service	Planning						
Children & Families							
Children's Placements							
Looked After Children 21-25 Education	In progress						
Residential Services - Children	In progress						
Referral & Assessments - Children	Planning						
Youth Offending Service	Planning						
Personalised Services							
Homecare - External Provision	Drafting						
Adult Care Scheme	In progress						
Disabilities Service - Adults							
Homecare In-House Provision							
Commissioning, Contracts & Supply							

Internal Audit Plan 2012-13 Progress							
Audit Title	Status	Date Finalised	Assurance Level	Date of last Follow up and Revised Date	Number of outstanding recommendations		
					H	M	L
Contracts & Inspection Service - SCHH							
Brokerage - Social Services	Planning						
Commissioning Third Sector Providers	In progress						
Other							
Support to Carers	In progress						
Housing Needs							
Private Sector Housing							
HMO Licensing	Draft issued						
Housing Benefit Subsidy	In progress						
Empty Property Management	Draft issued						
Council House Aids & Adaptations	In progress						
Housing Maintenance							
Housing Services Major Works							
Housing Gas & Other Servicing Contracts							
Housing Stock Data	Drafting						
Housing Management							
TeleCareLine	In Progress						
Caravan Site	In Progress						
Caretaking Services on Estates	Planning						
ICT auditors - various - contractor							
Disaster Recovery	Draft Issued						
ICT Strategy	Finalised	Oct 2012	Satisfactory		0	3	0
Desktop Refresh Programme							
Web & Network Security							
Electronic Document Management - Setting up Storage and automatic deletion of records	In Progress						
Onyx upgrade							
Technical Input							

Internal Audit Plan 2012-13 Progress							
Audit Title	Status	Date Finalised	Assurance Level	Date of last Follow up and Revised Date	Number of outstanding recommendations		
					H	M	L
Contingency							
Hillingdon Grid for Learning	Completed	29/10/12	Satisfactory	N/A	1	5	4
Building Maintenance - Statutory Requirements	Drafting						
Housing Repairs							
Right to Buy Valuations	Completed	1/10/2012	Full	N/A	0	0	0
Investigations							
Investigation 061	Closed						
Investigation 062	Closed						
Investigation 063	Closed						

Internal Audit Plan 2011-12 Progress							
Audit Title	Status	Date Finalised	Assurance Level	Date of last Follow up and Revised Date	Number of outstanding recommendations		
					H	M	L
CROSS CUTTING CORPORATE ISSUES							
Anti Fraud and Investigation							
- Disabled Parking Bays	Finalised	07/11/11	N/A	October 2012	0	0	0
- Mayoral Services	Finalised	22/8/11	Satisfactory	October 2012	0	0	0
- Compliance with Driving Policy (Non council vehicles)	Finalised	24/05/12	N/A	In progress	2	2	0
CENTRAL SERVICES							
Finance							
Creditors	Finalised	04/10/2012	Satisfactory		2	1	1
Debtors	Finalised	17/05/2012	Satisfactory	November 2012	0	0	0
Human Resources							
HR Payroll Changes & Trigger Dates	Finalised	02/05/2012	Satisfactory	November 2012 – Feb '13	0	3	0
Audit & Enforcement							
Planning Enforcement (Back into PEECS)	Finalised	9/8/2012	Satisfactory	In Progress	3	12	0
SOCIAL CARE HEALTH & HOUSING							
Adult & Older People Services							
Critical Team	Finalised	09/11/11	Satisfactory	August 2012 – Revised date Dec 2012	1	1	0
Self Directed Support	Draft issued						
Children's Social Services							
Fostering	Draft issued						
Adoption	Finalised	24/09/12	Full	N/A	0	1	3
Emergency Duty Team	Finalised	21/11/12	Full		0	1	0
Hillingdon Housing Services							
Housing Repairs & Maintenance -	Finalised	30/11/2011	Limited	In Progress	2	2	0

Internal Audit Plan 2011-12 Progress							
Audit Title	Status	Date Finalised	Assurance Level	Date of last Follow up and Revised Date	Number of outstanding recommendations		
					H	M	L
Responsive							
Housing Repairs & Maintenance - Planned, including Major Works	Finalised	05/01/2012	Satisfactory	Followed up May 2012 revised date April 2013	0	1	0
Leasehold Management & Service Charges	Finalised	26/07/2012	Satisfactory	October 2012, revised dates December 2012	0	4	0
PLANNING, EDUCATION SERVICES & ENVIRONMENT, COMMUNITY SERVICES							
Street Environment							
Street Lighting	Finalised	29/11/11	Limited	August 2012 Revised date December 2012	1	2	0
Highways - Reactive Maintenance	Finalised	21/11/2012	Satisfactory		2	2	1
Corporate Construction							
School Building Programme - Permanent	Draft issued						
School Building Programme - Temporary	Draft issued						
Construction Contracts - Final Accounts	Finalised	08/11/12	Limited		9	5	0
Green Spaces, Sport & Leisure							
Greenwich Leisure Ltd Contract	Finalised	13/02/12	Limited	Nov 2012 – Revised date Mar 2013	2	1	0
Transport Services							
Fuel at Harlington Road Depot	Finalised	24/01/12	Limited	Nov 2012 – Revised date Dec 2012	0	1	0

Internal Audit Plan 2011-12 Progress							
Audit Title	Status	Date Finalised	Assurance Level	Date of last Follow up and Revised Date	Number of outstanding recommendations		
					H	M	L
Stores at Harlington Road Depot	Finalised	8/11/12	Limited		7	10	1
Property Services							
Utilities Contracts - Water	Finalised	30/05/2012	Limited	Dec 2012	3	0	1
Consumer Protection							
Food Health & Safety Services	Finalised	20/08/12	Limited	Nov 2012 – Revised date Apr 2013	1	6	6
Business Services							
Heathrow Imported Food Unit	Finalised	4/4/12	Satisfactory	Revised date Nov 2012 – Follow up in progress	0	4	0
Passenger Services	Finalised	25/06/12	Limited	November 2012 revised date Jan 13	1	1	0
Cemeteries	Finalised	12/09/11	Satisfactory	June 12 – revised date Dec 12	0	1	0
ICT							
Customer Contact Centre	Finalised	15/12/11	Satisfactory	Revised date Aug 12 – Follow up in progress	1	1	0
Youth Services							
Youth and Connexions Services	Finalised	7/10/11	Satisfactory	August 12 - Revised date March 13	0	1	0
Other Education							
Pupil Referral Unit	Finalised	20/07/12	Limited	Follow-up in progress	3	7	3

Internal Audit Plan 2011-12 Progress							
Audit Title	Status	Date Finalised	Assurance Level	Date of last Follow up and Revised Date	Number of outstanding recommendations		
					H	M	L
Early Years Centres	Finalised	21/11/12	Satisfactory		3	7	3
Schools - Primary							
Minet Infants	Finalised	16/11/11	Satisfactory	June 12 revised date Dec 12	0	1	0
Holy Trinity Primary	Finalised	29/03/2012	Satisfactory	In progress	0	4	2
Hermitage Primary	Finalised	21/11/11	Satisfactory	In progress	0	4	0
Harmondsworth Primary	Finalised	16/1/12	Satisfactory	In progress	1	3	1
Whitehall Junior	Finalised	29/06/2011	Satisfactory	September 2012	0	0	0
Deansfield	Finalised	3/11/11	Satisfactory	October 2012	0	0	0
St Bernadettes	Finalised	1/03/12	Satisfactory	In progress	1	2	3
St Swithun Wells	Finalised	26/03/2012	Full	In progress	0	1	0
Special							
Meadow	Finalised	26/04/2012	Satisfactory	In progress	1	4	2
Nursery Schools							
McMillan Nursery	Finalised	12/12/11	Satisfactory	In progress	1	3	1
ICT audit contract							
ICT Penetration Testing Arrangements (HGfL)	Finalised	18/01/2012	Satisfactory	November 2012 revised date December 2012	0	1	0
Adults and Children's Protocol	Finalised	12/09/2011	Limited	November 2012	0	0	0
IT Security and Data Handling	Finalised	2/07/2012	Limited	October 2012	0	0	0
Contingency Audits							
New Year's Green Lane Weighbridge	Finalised	19/06/12	Limited	Follow up in progress	5	8	7
Payments for Contingent Labour (on and off contract)	Finalised	17/07/12	Satisfactory	September 2012	0	0	0

Internal Audit Plan 2011-12 Progress							
Audit Title	Status	Date Finalised	Assurance Level	Date of last Follow up and Revised Date	Number of outstanding recommendations		
					H	M	L
Direct Payments	Finalised	6/11/12	Limited		6	6	0
Investigation 056	Finalised	Feb 2012	N/A	September 2012	0	0	0
CRC Energy Efficiency Scheme	Finalised	15/02/2012	Limited	Follow up Oct 2012 revised date Dec 2012	3	0	0
Investigation 057	Closed	20/08/2012	N/A	N/A	N/A	N/A	N/A
Investigation 060	In Progress						

Internal Audit Plan 2010-11 Progress							
Audit Title	Status	Date Finalised	Assurance Level	Date of last Follow up and Revised Date	Number of outstanding recommendations		
					H	M	L
CROSS CUTTING CORPORATE ISSUES							
Subsistence	Finalised	9/7/10	Satisfactory	November 2012	0	0	0
FINANCE & RESOURCES							
CT/NNDR - System	Finalised	14/7/2011	Satisfactory	November 2012	0	0	0
DCEO							
Learning & Development	Finalised	01/07/11	Satisfactory	March 2012 revised date Aug 2013	0	1	0
EDUCATION & CHILDREN'S SERVICES							
Schools - Primary							
Glebe Primary	Finalised	19/7/10	Satisfactory	September 2012	0	0	0
People with Physical and Sensory Disability							
Children with Disabilities - Transition	Finalised	14/09/11	Limited	In progress	1	1	1
OTHER ADULT SERVICES							
Safeguarding Adults	Finalised	18/05/11	Satisfactory	August 2012 revised date Dec 2012	0	1	0
ENVIRONMENT AND CONSUMER PROTECTION							
Improvement Projects	Finalised	5/7/2011	Satisfactory	November 2012	0	0	0
Property							
Facilities Management Contract	Finalised	6/10/11	Limited	In progress	1	2	1
Arts, Culture, Libraries & Adult Education							

Internal Audit Plan 2010-11 Progress							
Audit Title	Status	Date Finalised	Assurance Level	Date of last Follow up and Revised Date	Number of outstanding recommendations		
Culture and Arts Strategy	Finalised	11/11/10	Satisfactory	In progress	1	0	0
Sport and Leisure							
Fusion Management Contract	Finalised	06/07/11	Limited	November 2012 revised date February 2013	2	0	0
Contingency							
Investigation 030	Finalised	15/10/10	N/A	September 2012 revised date November 2012	1	2	0
ICT audit contract							
Liquid Logic – PIR Protocol	Finalised	May 11	Limited	November 2012	0	0	0
Oracle Financials- Debtors	Finalised	July 11	Limited	In progress	0	0	0
E-Payments	Finalised	April 11	Limited	Followed up November 2012 – Revised date May 2013	1	0	0
Information Assurance & Security	Finalised	31/1/11	Satisfactory	November 2011 – Revised date Dec 2012	0	1	0
Hillingdon Homes Audits by Mazars							
Housing – Responsive Repairs	Finalised	Aug 10	Substantive	Nov 2012	0	0	0

Internal Audit Plan 2009-10 Progress							
Audit Title	Status	Date Finalised	Assurance Level	Date of last Follow up and Revised Date	Number of outstanding recommendations		
					H	M	L
DEPUTY CHIEF EXECUTIVE/FINANCE & RESOURCES							
Corporate Property							
Utilities Contracts Gas & Electricity	Finalised	26/03/10	Satisfactory	November 2012	0	0	0
ENVIRONMENT & CONSUMER PROTECTION							
Highways Planned Maintenance	Finalised	26/01/10	Satisfactory	Revised date Sept 2012 – Follow up in progress	0	3	0
CHILDREN'S SERVICES							
Asylum Accommodation	Finalised	23/04/10	Satisfactory	Revised date Sept 2012 - Follow up in progress	0	3	0
Learning Disabilities							
Sec 75 Agreement (Funding of LD Services)	Finalised	6/10/10	Satisfactory	Nov 2011 – revised date Mar 2013	0	1	0