

Summary of Recent Internal Audit Reports

- Our reports use colours for assurance ratings as follows:

Green	High Assurance	Risks and controls well managed
Yellow	Medium Assurance	Risks identified but are containable at service level
Amber	Low Assurance	Risks identified that require meeting with Director/Lead Member
Red	No Assurance	Significant risks identified that require member / officer case conference

- Since my report in September 2013, we have issued the following reports. Executive summary reports and action plans are appended to this report for further information.

Audit Report	Audit Opinion	Issues Raised			Comments
		Critical Risk (Red)	Major Risk (Amber)	Moderate Risk (Yellow)	
Settlement Agreements	n/a	0	3	0	No formal opinion issued as only a summary report
Deputy for Finance (Court of Protection)	Medium	0	0	4	
Ysgol Brynhyfryd, Ruthin	Medium	0	0	2	

Management's response to issues raised by Internal Audit

- Most of our Internal Audit reports identify risks and control weaknesses. We rate these as critical, major or moderate risk. Management agrees actions to address the risks, including responsibilities and timescales.
- We report all instances where management fails to respond to our follow up work or where they exceed the agreed implementation date by more than three months. This Committee decides whether it needs to take further action, e.g. by calling the relevant people to its next meeting or asking for a written report to explain lack of progress.
- Since my last report to this Committee, we have followed up the following reports. Members will note that we have not received a response to three action plan follow ups that we requested on 1 October 2013. We issued reminders on 23 October, but responses were not received in time for this progress report.

Audit Report	No. of Issues Followed Up	Outcome of Follow Up
Winter Maintenance	10	<ul style="list-style-type: none"> • Actions to address 9 issues fully implemented. • No progress on remaining issue, which we will follow up again in January 2014.
Housing Services	4	<ul style="list-style-type: none"> • Update requested 01/10/13 but no response by 18/10/13 deadline. • Reminder issued 23/10/13 but response not received in time for this progress report.
Housing Responsive Repairs & Voids	13	<ul style="list-style-type: none"> • Update requested 01/10/13 but no response by 18/10/13 deadline. • Reminder issued 23/10/13 but response not received in time for this progress report.
Ysgol Clawdd Offa, Prestatyn	21	<ul style="list-style-type: none"> • Follow up visit carried out and significant progress has been made with the action plan. • IA report not ready at the time of preparing this progress report but will be issued to in advance of this Committee's November meeting.
Oak Tree Centre	9	<ul style="list-style-type: none"> • Actions to address 3 issues fully implemented. • Remaining 6 issues all in progress and have new timescales but are over 3 months later than originally planned.
Carbon Reduction Commitment	1	<ul style="list-style-type: none"> • Update requested 01/10/13 but no response by 18/10/13 deadline. • Reminder issued 23/10/13 but response not received in time for this progress report.
Domiciliary Care Package Review	2	<ul style="list-style-type: none"> • Both issues addressed
Financial Systems (Ruthin) 2012/13	2	<ul style="list-style-type: none"> • Both issues addressed

Internal Audit Performance

Essential Assurance - all targets 100%

Review of agreed Financial Assurance areas in Assurance Plan by 31/03/14

So far, we have completed 75% of the planned projects, with the remaining project scheduled to be completed before 31 March 2014.

Review of agreed Grants & Certification Assurance areas in Assurance Plan by 31/03/14

So far, we have completed 80% of the planned projects, with the remaining project scheduled to be completed before 31 March 2014.

Review of agreed Corporate Governance Assurance areas in Assurance Plan by 31/03/14

Most of these projects are scheduled for later in the year to allow time for progress on the Corporate Plan. So far, we have completed 14% of the planned projects.

Review of agreed High Corporate Risk Assurance areas in Assurance Plan by 31/03/14

All eight projects are scheduled for completion by 31 March 2014.

Customer Standards - all targets 100%

Contact customers at least 2 weeks in advance to arrange a suitable date for our visit

Current performance is 100%

Send customers the agreed Project Scoping Document before we commence work

Current performance is 100%

Send the customer a draft report within 10 working days of the closing meeting

Current performance is 100%

Send the customer our final audit report within 5 working days of agreeing the draft

Current performance is 100%

Appendix 1

Internal Audit Work 2013/14 – progress as at 13/10/13

Internal Audit Assurance Plan	Planned Days	Days to Date	Current Status	Audit Assurance	No. of Critical Issues	No. of Major Issues	No. of Moderate Issues	Comments
Financial Assurance								
Financial systems – Ruthin based 2012/13	0	1	Complete	Medium	0	1	7	Completion of 2012/13 review
Financial systems – Rhyl based	48	41	Draft report					
Financial systems – Ruthin based	30	0	Not started					Due January 2014
Financial systems - Activedata testing 2012/13	16	14	Complete	Medium	0	0	0	
Settlement agreements	5	4	Complete	n/a	0	3	0	Summary report
Sub-totals	99	60	% Internal Audit Assurance Plan			Estimated: 4.6%		Actual to date: 5.4%
Performance	4 planned projects - 3 completed to draft report stage = 75%							
Grant & Other Certification Assurance								
Sustainability/Climate Change	3	4	Complete	High	0	0	4	
Welsh Government (WG) education grant certification	15							Completion of 2012/13 review
- Breakfast initiative Grant		5	Complete	High	0	0	0	
- Thinking & Assessment for Learning Grant		3	Draft report					
WG 6 th Form Funding – Ysgol Brynhyfryd, Ruthin	15	16	Complete	Medium	0	0	3	
WG Student Finance certification	5	6	Complete	High	0	0	0	
WG 6 th Form Funding - Denbigh High School	15	0	Not started					Due January 2014
Sub-totals	53	34	% Internal Audit Assurance Plan			Estimated: 2.5%		Actual to date: 3.0%

Internal Audit Assurance Plan	Planned Days	Days to Date	Current Status	Audit Assurance	No. of Critical Issues	No. of Major Issues	No. of Moderate Issues	Comments
Performance	5 planned projects - 3 completed to draft report stage = 80%							
Corporate Governance Assurance								
Management of human resources - agency / relief staff	10	6	In progress					
Risk management	0	5	Complete	Medium	0	0	4	Completion of 2012/13 review
Procurement	20	35	Draft report					Continuation of 2012/13 review
Corporate Plan - Developing the local economy	9	0	Not started					Due January 2014
Corporate Plan - Improving performance in education and the quality of our school buildings	3	0	Not started					Due January 2014
Corporate Plan - Improving our roads	4	0	Not started					Due February 2014
Corporate Plan - Vulnerable people are protected and are able to live as independently as possible	6	0	Not started					Due February 2014
Corporate Plan - Ensuring access to good quality housing	3	0	Not started					Due March 2014
Corporate Plan - Clean & tidy streets	5	0	Not started					Due November 2014
Corporate Plan - Strategic overview	1	0	Not started					Due January 2014
Customer Service Standards	7	0	Not started					Due December 2013
Customer feedback process	10	1	Preparation					Due January 2014
Corporate Plan - Modernising the council to deliver efficiencies and improve services for our customers - Other areas	15	0	Not started					Due December 2013

Internal Audit Assurance Plan	Planned Days	Days to Date	Current Status	Audit Assurance	No. of Critical Issues	No. of Major Issues	No. of Moderate Issues	Comments
Partnerships & collaboration - N. Wales Commissioning Hub	15	0	Not started					Due December 2013
Partnerships & collaboration New Work Connections Exit strategy		4	Complete	Medium	0	0	2	
Project management	20	11	In progress					
Management of human resources - disciplinaries & difficult situations	20	0	Not started					Due November 2013
Management of human resources - cessation of employment	20	0	Not started					Due March 2014
Roles & responsibilities of elected members & senior officers	5	0	Preparation					Due December 2013
Scheme of delegation for decision making	5	0	Not started					Due December 2013
S151 Officer Role	6	1	Preparation					Due November 2013
Equalities	15	0	Not started					Due March 2014
Leadership	1	0	Complete	High	0	0	0	Assurance taken from outcome of staff survey
Corporate Governance Framework	15	2	In progress					On-going work during the year
Sub-totals	215	67	% Internal Audit Assurance Plan			Estimated: 10.0%		Actual to date: 6.0%
Performance	22 planned projects - 3 completed to draft report stage = 14%							
High Corporate Risk Assurance								
Collaboration agenda	3	0	Not started					Due December 2013
Change/ modernisation projects	3	0	Not started					Due November 2013
HR framework	3	0	Not started					Due December 2013
ICT investment	3	0	Not started					Due December 2013
Corporate Risk - Safeguarding	3	0	Not started					Due December 2013

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Corporate Risk - Economic Environment	2	0	Not started					Due March 2014
Corporate Risk - Arms Length Organisations	2	0	Not started					Due March 2014
Corporate Risk - BCU Health Board Partnership	3	0	Not started					Due February 2014
Sub-totals	22	0	% Internal Audit Assurance Plan			Estimated: 1.0%		Actual to date: 0%
Performance	8 planned projects not yet commenced = 0%							
Risk-based Assurance								
Corporate Health & Safety	20	24	Draft report					
Sickness absence management	25	0	Not started					Due December 2013
Travel & subsistence - pool cars	20	21	Draft report					
Welfare advice	30	39	Draft report					
Management of Council buildings	20	24	Complete					Verbal update on request of S151 Officer
Adult Services - improvement & priority areas from self-assessment 2013/14	5	0	Not started					Due November 2013
Adult Services - residential care	20	20	Draft report					
Adult Services - Deputy for Finance (Court of Protection)	12	12	Complete	Medium	0	0	4	
Children's Services - improvement & priority areas from self-assessment 2013/14	5	0	Not started					Due December 2013
Children's Services - cash payments to clients	15	1	Scoping					Due February 2014
Children's Services - performance	1	1	Completed	n/a	n/a	n/a	n/a	Review of specific performance indicator only

Internal Audit Assurance Plan	Planned Days	Days to Date	Current Status	Audit Assurance	No. of Critical Issues	No. of Major Issues	No. of Moderate Issues	Comments
Library Standards	2	1	In progress					
School admissions	10	0	Not started					Due January 2014
2st Century Schools programme	10	0	Not started					Due January 2014
School themed visits - governance	20	24	In progress					
School themed visits - physical security / health & safety	30	1	Scoping					Due December 2013
School themed visits - procurement	20	1	Scoping					Due December 2013
School themed visits - safeguarding	15	1	Scoping					Due November 2013
School themed visits - School Fund management	15	1	Scoping					Due January 2014
Blessed Edward Jones School, Rhyl	15	1	In progress					
Special Education	30	0	Not started					Due March 2014
Flying Start Grant	5	0	Complete	n/a	n/a	n/a	n/a	Project no longer necessary
School Improvement performance	1	0	Not started					Due November 2013
School Improvement - review of admin, terms & conditions, TOIL & travel costs	20	7	In progress					
Fly tipping	1	1	Complete					Review of specific performance indicator only
Public conveniences	10	13	In progress					
Highways network services	10	0	Not started					Due January 2014
S106 Agreements	10	0	Not started					Due November 2013
Legal Services	25	0	Not started					Due January 2014
Coroners Service	20	0	Not started					Due February 2014
Taxi driver & vehicle licensing	25	0	Not started					Due January 2014

Internal Audit Assurance Plan	Planned Days	Days to Date	Current Status	Audit Assurance	No. of Critical Issues	No. of Major Issues	No. of Moderate Issues	Comments
IT assurance work	10	1	Not started					Date to be agreed
Fostering Service	0	8	Complete	Medium	0	0	2	Completion of 2012/13 review
Adults services - efficiency of charging processes	0	8	Complete	n/a	n/a	n/a	n/a	Completion of 2012/13 review
Modernising Education	0	4	Complete	n/a	n/a	n/a	n/a	Completion of 2012/13 review
Ysgol Clawdd Offa, Prestatyn	0	4	Complete	Low	0	7	21	Completion of 2012/13 review
Winter maintenance	0	1	Complete	Medium	0	0	10	Completion of 2012/13 review
Countryside Services	0	23	Complete	Medium	0	0	8	Completion of 2012/13 review
Housing Services	0	7	Complete	Medium	0	0	8	Completion of 2012/13 review
Consultant payments	0	7	In progress					On-going work from 2012/13
Review of corporate petty cash accounts	0	2	In progress					Issue noted during another project
Revision of schools audit programme & 6th form terms & conditions	0	3	In progress					Work needed in advance on 2014/15 projects
Sub-totals	477	261	% Internal Audit Assurance Plan			Estimated: 22.3%		Actual to date: 23.3%
Modernising & Efficiency Projects								
Leisure Services information management system	2	0	Not started					Date to be agreed
Fleet management & vehicle maintenance	15	1	Scoping					Commencement to be agreed
Reablement service	3	5	Complete					
Disabled Facilities Grants	10	3	Scoping					Commencement to be agreed
Housing responsive repairs & voids - continuation of performance measurement	10	4	In progress					

Internal Audit Assurance Plan	Planned Days	Days to Date	Current Status	Audit Assurance	No. of Critical Issues	No. of Major Issues	No. of Moderate Issues	Comments
Planning & Public Protection - process reviews of various services	10	9	Complete					
IT Service Desk	10	9	In progress					Continuation of 2012/13 review
Contingency for future reviews	16							
Sub-totals	83	31	% Internal Audit Assurance Plan			Estimated: 3.6%		Actual to date: 2.8%
External Contract Work								
Natural Resources Wales	165	87						
North Wales Police	225	98						
School Fund Audits	40	13						
Sub-totals	430	198	% Internal Audit Assurance Plan			Estimated: 20.1%		Actual to date: 17.7%
Other Areas of Work & Contingencies								
Consultancy & Corporate Work	120	84						
Follow up reviews	53	34						
IA collaboration	20	10						
Frauds & Investigations	50							
- National Fraud Initiative		6						
- Council Tax complaint		6						
- THI Grants		7						
- general enquiries		7						
IA relationship management	25	8						
Sub-totals	268	162	% Internal Audit Assurance Plan			Estimated: 12.5%		Actual to date: 14.5%

Internal Audit Assurance Plan	Planned Days	Days to Date	Current Status	Audit Assurance	No. of Critical Issues	No. of Major Issues	No. of Moderate Issues	Comments
IA Support								
Management & administration	400	202						
Training & development	100	103						
Sub-totals	500	305	% Internal Audit Assurance Plan			Estimated: 23.4%		Actual to date: 27.3%
Grand Totals	2140	1118						