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AUDIT MONITORING REPORT: QUARTER 1 2011/12

1.0 AUDIT WORK IN QUARTER 1 2011/12

1.1 Final reports issued

- Capital programme and projects
- General tax issues
- Beacon TIC cash & banking
- Procurement
- Bereavement services

A draft report on capital accounting was also issued. In addition internal audit has also contributed to the completion of the Annual Governance Statement and provided advice and information as requested, in particular in regard to Members travel.

1.2 Assurance on System Controls

Key recommendations (those assessed as Priority 1 or 2) are set out at Appendix A. The overall evaluation of the system controls is summarised below:-

1.2.1 Capital programme and projects

OVERALL AUDIT OPINION	SATISFACTORY
CONTROL DESIGN	SATISFACTORY
CONTROL EFFECTIVENESS	SATISFACTORY
RISK EXPOSURE - PROBABILITY	MEDIUM
RISK EXPOSURE - IMPACT	HIGH

This audit reviewed the management of the capital programme and looked at a sample of individual projects within this.

Since the appointment of the Capital & Projects Accountant in September 2009, procedures have been put in place to improve the monitoring and reporting of the capital programme. The Capital & Projects Accountant post has received additional support with the recruitment of an Accounting Officer (Capital) in June 2010 (however,

there has been an extended period of staff sickness for this post from December 2010 to date).

The Capital Programme is considered by Resource Planning Working Group and Executive each year as part of the budget process, before being submitted to Full Council for approval. Quarterly Capital Programme Budget Monitoring reports and an annual Provisional Capital Outturn report are submitted to Executive.

The development of the Project Management Framework in February / March 2011 provides guidance for identifying, planning, authorising and reporting projects. All future Key Projects (those within the Council Improvement Plan) and projects requiring capital funding are required to follow this new guidance. This will provide a marked improvement for Capital Projects Management.

Agreed actions following the audit should improve the quality & completeness of project files, i.e. to include copies of signed contracts; budget accounts for payments to main contractors; supporting documentation on additional fees/work; appropriate authorisation for extensions of time; and records of 'lost time'.

1.2.2 General tax issues

OVERALL AUDIT OPINION	GOOD
CONTROL DESIGN	GOOD
CONTROL EFFECTIVENESS	GOOD
RISK EXPOSURE PROBABILITY	LOW
RISK EXPOSURE IMPACT	HIGH

This audit reviewed the administration of PAYE (Pay As You Earn) income tax and National Insurance Contributions (NIC) administration.

Adequate records are maintained in line with HMRC (HM Revenues & Customs) requirements in respect of all PAYE/NIC contributions deducted. Procedures ensure that all appropriate forms (P45 or P46) are forwarded to the relevant external bodies promptly. The HMRC 2010/11 annual return was submitted within the required timescale.

All transactions are accurately reflected in the FMS (Financial Management System) TOTAL. Reconciliations of payments are regularly undertaken by a member of the Finance Team. All deductions are correctly made from staff and are appropriately paid over to the relevant bodies.

Copeland Borough Council provides a number of Officers and Councillors with mobile telephones and laptops. Improvements in controls on the personal use of mobile telephones have been agreed as a result of this review. These include ensuring all

staff and members receive relevant guidance; that an independent review of personal mobile usage is carried out and that re-imburement for personal use is made on a timely basis.

1.2.3 Beacon TIC cash and banking

OVERALL AUDIT OPINION		SATISFACTORY
CONTROL DESIGN		SATISFACTORY
CONTROL EFFECTIVENESS		SATISFACTORY
RISK EXPOSURE	PROBABILITY	LOW
RISK EXPOSURE	IMPACT	LOW

This audit reviewed the cash receipting and banking arrangements for the Tourist Information Centre and the Beacon Centre.

Written standard operating procedures were in place and staff were aware of these and the Contract Procedure Rules and Financial Regulations. The Fidelity Guarantee insurance was up to date and provided sufficient cover for the cashiers.

Daily Cash Reconciliation sheets are reconciled to the Till Analysis and Sales Analysis reports and have been checked and counter-signed by another employee. However, various minor discrepancies were found relating to:-

- Data quality errors when recording data from one source to another;
- Refund and voucher details not recorded on the Daily Cash Reconciliation sheets;
- Shorts/overs entered incorrectly onto the finance management system (TOTAL) by E-return;
- Errors contained in the collection receipts received from the security company; and

Actions have been agreed to prevent similar issues arising in future.

1.2.4 Procurement

OVERALL AUDIT OPINION		SATISFACTORY
CONTROL DESIGN		GOOD
CONTROL EFFECTIVENESS		SATISFACTORY
RISK EXPOSURE	PROBABILITY	LOW
RISK EXPOSURE	IMPACT	MEDIUM

This audit reviewed compliance with the Council's Contract Procedure Rules and the EU Procurement guidelines (where applicable) for the letting of contracts. A sample of five recently awarded contracts were reviewed and these generally complied with the specified requirements. There were two exceptions to this - no formal tender books are being maintained in either Democratic Services (for contracts > £75k in value) or service departments (for contracts > £10k in value) and no evidence of contractor's insurance cover was held on file. These two issues are mitigated as follows:

Record of tender opening has been incorporated into the form recording supplier selection but ideally (and in line with Contract Procedure Rules) these two aspects should be separate as they relate to separate controls: The record of tender opening demonstrates that all tenders were opened at the same time and with independent witnesses present, whereas the supplier selection is documented at a later date and sets out the evaluation criteria applied and rationale for the decision on contract award.

It was noted that evidence of adequate insurance cover held by contractors was not available for 2 of our sample and if this evidence is not in place could leave the Council itself at risk. Contract Procedure Rules require that Heads of Service ensure contractors hold necessary insurance and that this is reviewed the contract period to ensure it remains in place throughout. On enquiry it appears that insurance was checked as part of tender process but relevant documents not filed.

The use of standardised templates for the tendering process, especially for contracts over £75,000, has helped to speed up the procurement process, but there is a risk that tender documents and contracts may not be as robust as they could be and so could leave the Council open to unnecessary risk: It has now been agreed that advice should be sought from the Legal Services department at the initial stages of the tendering process to ensure that all the appropriate legal clauses are included to ensure this risk is reduced to a minimum.

The tendering process for the 5 contracts was managed by 4 Project Leaders, but 2 of these had not received any training in the Contract Procedure Rules however in all 5 cases the Procurement Officer provided professional advice and guidance and in one case took a lead role. The Procurement Officer post has been vacant since mid-May 2011 and a review is being undertaken as to whether a shared service agreement would be suitable for this role. This means that there is likely to be an extended period during which this post will remain vacant. Whilst discussions are held with Cumbria County Council, the Contracts & Property Services Manager will cover this post.

A clear audit trail in relation to the scoring and evaluation of Pre-Qualification Questionnaires and Tenders was not always evident, in particular in relation to one award. Clearer guidance has now been developed around specific financial appraisal and how the responses to questions on this area should be assessed.

1.2.5 Bereavement Services

OVERALL AUDIT OPINION		SATISFACTORY
CONTROL DESIGN		SATISFACTORY
CONTROL EFFECTIVENESS		SATISFACTORY
RISK EXPOSURE	PROBABILITY	LOW
RISK EXPOSURE	IMPACT	HIGH

This audit looked at purchasing, stock control and income collection for the Borough's cemeteries and crematorium.

Written procedures were substantially complete but are now need to be updated to reflect new systems that have been introduced by the Council.

All purchase orders for goods and services were correctly coded to the relevant cost centre but 1 order was not correctly authorised. The authorisation control had been manually overridden in Accounts Payable and this has been followed up with Accounts management.

Fees and charges are set and approved by Full Council annually and these had been applied correctly.

All income received is paid into the bank using a paying in book. All income was recorded correctly on the paying in slip but the total was incorrect on 3 occasions, however, this was identified by the bank so there was no financial loss/gain to the Council. We also found that the paying in slips are not checked and countersigned by a second employee and on 1 occasion the paying in slip was not dated and signed by any officer. It was agreed that all bankings will in future be checked by a second person.

All income is reconciled to the bank by the Senior Accounting Officer (VAT & Banking). Reconciliations have been kept up to date throughout the year. All outgoing post is recorded in a post book but incoming post including income is not recorded.

An agreed action from the previous audit was that the Open Spaces Manager arranges independent stock checks at least half yearly and that the stock records are initialled and dated by the officer carrying out the check. This control had lapsed but it was agreed it should now be re-introduced.

1.3 Overdue actions arising from audit reports

- 1.3.1 Priority 1 and 2 recommendations still outstanding, with a target date for completion by 30 June 2011, are set out at Appendix B.

2.0 EXTERNAL AUDIT

- 2.1 External audit reports have been reported separately to the Audit Committee.

3.0 INTERNAL AUDIT PERFORMANCE AGAINST AUDIT PLAN

- 3.1 Internal Audit performance is set out at Appendix C.

4.0 CONCLUSION AND RECOMMENDATION

- 4.1 Audits completed in this period have assessed controls operating as either good or satisfactory. Progress continues to be made on outstanding audit recommendations.
- 4.2 It is recommended that Members note this report.

List of Appendices: Appendix A – Key recommendations made this quarter
Appendix B – Outstanding Key recommendations due by 30 June
Appendix C – Performance Indicators

Background papers: None

Consultees: Senior Leadership Team
Leadership & Management Group [Appendix B]

KEY RECOMMENDATIONS FROM REPORTS ISSUED
[Bold text in brackets shows management response if different from rec.]

P1 & P2 AUDIT RECOMMENDATIONS – Priority 2 unless stated otherwise

CAPITAL PROGRAMME AND PROJECTS

That a copy of the signed contract is held on the project file for reference to ensure that the terms and conditions set down in the contract are adhered to. If this is not practical then the relevant terms and conditions should be copied for reference.

That supporting documentation is held on file to show that any additional work/fees above the initial contract amount have been agreed in advance..

That the VAT registration numbers of Labour Providers are checked and confirmed as bona-fide (with reference to the Construction Industry Scheme)

That a summary of payments made to the main contractor/s should be held on file to show a running total and a final account summary should be held for completed projects.

That tender documents are checked independently for arithmetical correctness and certified as correct by the Project Manager.

That copies of each application for an extension of time clearly state the causes for the delay and the revised completion date, and that a copy is held on the project file

That copies of the authorisation for the extension of time for a revised contract deadline are held on the project file

That a record of “lost time”, detailing dates, period and causes, are maintained and held on the project file.

GENERAL TAX ISSUES

The Information Security and Acceptable Use Policy and the Computer, Telephone and Desk Use Policy are issued to all new employees/councillors

All employees/councillors that currently have access to CBC mobile telephones should be issued with the Information Security and Acceptable Use Policy and the Computer, Telephone and Desk Use Policy

All Managers are reminded that they should monitor personal calls made by employees using CBC mobile phones. The calls should be identified, verified and costs recorded

KEY RECOMMENDATIONS FROM REPORTS ISSUED

[Bold text in brackets shows management response if different from rec.]

Managers ensure that the Payroll Officer is informed of any deductions that are required for personal calls in a timely manner. This must be the next available pay date from when the Vodafone invoice is received

BEACON TIC CASH AND BANKING

That the security company's collection receipts are checked for accuracy and signed by an employee to confirm collection.

That, during instances of communications problems between the two sites (The Beacon and the TIC), the Income Sales Analysis reports are re-run once the problem has been resolved, to establish a clear audit trail.

That the streamline credit card reports are run so that they include the daily amount taken and not just a cumulative total (i.e. include the 'Reconciliation Issuer Totals').

That steps are taken to ensure data quality is maintained when recording data from one source to another, to ensure Daily Cash Reconciliation sheets are completed in full and to ensure that the E-returns are accurate.

PROCUREMENT

That, in light of the current Procurement Officer vacancy, the Contract and Property Services Manager should ensure that responsibility for the provision of training and advice on the Contract Procedure Rules and maintenance of the Procurement Centre intranet webpage is clearly allocated Delegated powers to Officers may need to be updated following the organisational restructure.

That consultation with the Legal Services department should be undertaken at the initial stages of the tendering process, especially for medium and high value contracts, to ensure that any risks to the Council are minimised as far as possible

That, to provide a clear audit trail, a scoring spreadsheet for the Pre-Qualification Questionnaire and the Tender evaluation processes should clearly show the scores awarded to each applicant for each of the evaluation criteria assessed and not just a summary total score.

That processes are introduced to comply with Contract Procedure Rule 11.3.3 re the recording of tenders in either a corporate or departmental Tender Book.

That, prior to letting a contract, checks are made to ensure that the contractor holds adequate insurance policies and that copies of the policy limits are held on file.

KEY RECOMMENDATIONS FROM REPORTS ISSUED

[Bold text in brackets shows management response if different from rec.]

That written evidence is retained of all key decisions relating to contracts in accordance with the Contract Procedure Rules.

BEREAVEMENT SERVICES

That all Crematorium/Cemeteries Procedure Notes are updated to reflect current practices.

That all post is date stamped and recorded in a post book; this should include the date of receipt, who it is from, the subject of the post and the initials of the officer recording the entry.

That all fuel stocks are recorded in the ledger on the date that they are received. This should include the initials of the officer issuing the fuel and the initials of the officer that the fuel has been issued to.

That the Open Spaces Manager arranges independent stock checks at least half yearly and that the stock records are initialled and dated by the officer carrying out the check.

That a second officer must check calculations and the completion of the paying-in slips, when preparing banking. The 2 people involved in checking the banking of takings must each sign the paying in slip.

Audit Recommendations - Overdue

Report Type: Actions Report


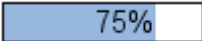
Report Author: Audit Manager

Generated on: 26 July 2011




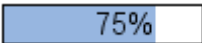


SUMMARY OF OVERDUE RECOMMENDATIONS		
	Priority 1	Priority 2
Total Overdue Recommendations as at 31/03/11	3	13
"New" Recommendations due in Quarter 1	0	31
TOTAL RECOMMENDATIONS TO BE IMPLEMENTED Q.1	3	44
IMPLEMENTED FROM LAST QUARTER'S REPORT	1	1
"NEW" BUT IMPLEMENTED THIS QUARTER	0	22
Total implemented in the Quarter	1	23
CANCELLED SINCE LAST QUARTER	0	1
OUTSTANDING FROM LAST QUARTER	2	11
OVERDUE RECOMMENDATIONS ADDED THIS QUARTER	0	9
Total Overdue Recommendations as at 26/07/11	2	20




Code & Title AR-C Corporate




Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-C_031 Ensure that risk management and governance arrangements weaknesses in partnerships are addressed (Point 1).	1	Chief Executive		31-Mar-2010	Use of Resources Dec 2009	13-Jan-2011 A report is to be tabled for 24th January Executive, setting out the process.
							15-Dec-2010 As part of the work on the Copeland Local Strategic Partnership, the Head of Development Strategy is delivering a strategic risk assessment and this will incorporate the wider partnership risk principles. These will then be applied to the partnership review report for the Executive in February 2011.
							12-Jul-2010 The Cumbria-wide Partnership structure has now been amended. Work continues on risk management arrangements.
							13-Apr-2010 Work

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							continues on Cumbria-wide partnership structures and risk management in 2010/11.
							18-Jan-2010 Budget Monitoring for Q.3 (2008/09) involved development of funding register, to identify external funding of projects to assist with closure of Accounts 2008/09. Further developments in 2009/10 to complement partnership framework - an action for Q.2, following appointment of the Projects Accountant. Partnership monitoring framework agreed in principle by Corporate Management Team (CMT) in February 2009. Working Group established involving CMT to progress this work during 2009/10. Managers requested to update details on Partnership Register by


Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							<p>31/1/10. This includes an assessment of the significance of Partnerships, which will determine the extent of governance arrangements. Evaluation framework using CIPFA Good Governance Guidance has been adopted for assessing risks and significance of strategic partnerships. Report to be received by Executive in March. A review of the LSP for Allerdale and Copeland is underway - report to be received by the Executive on 18/1/10. Marketplace system is being piloted and rolled out in 2009/10. Will provide information on supplier base and costs to enable review and potential efficiencies / savings.</p> <p>22-Dec-2009 Point 1. Review of Partnerships to be completed.</p>

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-C_038 Update the Communications Strategy (dates from 2007/08).	2	Communications Manager; Head of Performance & Transformation		31-Jan-2011	Corporate Governance 2009/10	06-Apr-2011 A new strategy is being drafted by the Communications Manager, this is due to be completed by the end of April 2011.
							21-Dec-2010 No progress in quarter 3. Project will form part of next phase of Choosing to Change programme which is currently being discussed.
							25-Oct-2010 Revised arrangements for internal communication put in place as part of partnership work with Chorley under Choosing to Change programme.
							24-May-2010 Update of the Communications Strategy is included as part of the Choosing to Change Programme.
	AR-C_054 That consideration is given to resourcing a post of Information Security Officer.	2	Director of Resource and Transformation		31-Mar-2011	Information Security 2010/11	29-Nov-2010 This will be considered as part of service reviews and the



Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	This officer could co-ordinate security arrangements and develop the management user role across the Council.						management restructure.
	AR-C_055 That a cross-functional group should be formed to oversee, manage and co-ordinate information security across the Council.	2	Director of Resource and Transformation	<div><div></div></div> 0%	31-Mar-2011	Information Security 2010/11	29-Nov-2010 J Wagstaffe will set up and lead an Information Management Group. Senior Leadership Team will nominate members for the Group.
	AR-C_056 That the requirements for maintaining appropriate contacts with relevant authorities, specialist groups and partners should be included within the Information Security Policy. The policy should request the need to record all external contacts. (Point 1)	2	Head of Legal & Democratic Services	<div><div></div></div> 20%	31-Mar-2011	Information Security 2010/11	10-Jan-2011 Contact made with County wide Group. Currently considering their draft proforma agreement
	AR-C_057 That arrangements to provide third parties with access to Council information should be centrally recorded, confirming that a risk assessment has been completed and that an information sharing /	2	Head of Legal & Democratic Services	<div><div></div></div> 20%	30-Jun-2011	Information Security 2010/11	10-Jan-2011 -- This duplicates AR ...56 --
							29-Nov-2010 Corporate lead is needed. Lead officer – Data Protection Officer.

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	confidentiality agreement is in place.						
	AR-C_063 That the Council should produce a document identifying all the areas which require additional physical security to protect equipment or sensitive / critical information from fire, flood, etc. – both within the IT and user areas of responsibility.	2	Director of People & Places	<div><div></div></div> 0%	30-Jun-2011	Information Security 2010/11	29-Nov-2010 This will be addressed through updating business continuity arrangements.
	AR-C_068 That the IT Disaster Plan and associated parts of the users' Business Continuity Plans should be tested on a regular basis. Test results should be documented and learning points addressed.	2	Director of People & Places	<div><div></div></div> 0%	30-Jun-2011	Information Security 2010/11	29-Nov-2010 Restoration of ICT facilities has been performed in practice. However, loss of premises (and, therefore, no access to ICT facilities on those premises) has not been tested. Raised as part of the audit on corporate business continuity arrangements.
	AR-C_069 The revised Code of Corporate Governance needs to be revised in line with the CIPFA supplementary guidance and formally adopted by Full Council.	2	Democratic Services Manager	<div><div></div></div> 0%	30-Jun-2011	Corporate Governance 2010/11	16-Mar-2011 This will be taken through the Constitutional Working Group and then submitted to Full Council.


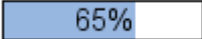
Code & Title AR-CS Customer Services

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-CS_117 That a further training session on the Debt Recovery Handbook is given.	2	Head of Customer Services; Revenues & Benefits shared services Manager	<div><div>0%</div></div>	30-Apr-2011	Sundry Debtors 2010/11	23-Dec-2010 Senior Accountancy Officer (Systems) can assist by providing system based training and procedures only.

Code & Title AR-DS Strategy



Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-DS_003 That there should be at least an annual report to the Audit Committee, covering the risk management arrangements for significant partnerships.	2	Head of Regeneration & Community	<div><div></div></div> 0%	19-Apr-2011	Partnership Working System Controls 2009/10	24-May-2010 Ongoing 2010/11. Updates to Corporate Team will be in more depth. Annual Report to Audit Committee on 19 April 2011.
	AR-DS_004 That the partnership checklist, an example of a partnership legal agreement and the protocol/risk assessment should be added to the documents on the Intranet and Management Group be advised of this.	2	Head of Regeneration & Community	<div><div></div></div> 0%	30-Sep-2010	Partnership Working System Controls 2009/10	


Code & Title AR-F&MIS Finance & Management Information


Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-F&MIS_141 That adequate and effective cash flow forecasting records are established and maintained on a regular basis, showing daily transactions and the estimated net position.	2	Accountancy Services Manager		30-Apr-2009	Loans and Investments 2008/09	06-Jul-2011 Still on target for completion by 30 September 2011.
							06-Jul-2011 Revised target date of 30/9/11 noted but due date on system remains as 30/4/09 to allow tracking of original timescale
							05-Apr-2011 The member of staff dealing with this is assisting in providing cover for the accountancy assistant who has been off on long-term sickness since December 2010. This has resulted in a delay in developing a detailed cash flow statement, although significant cash movements are picked up and fed through to the decision making process for treasury management activities. As

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							<p>the section is now starting to look at the closure of accounts for 2010/11 and cover for the member of staff on long-term sickness is still required, probably at least until May 2011, the development of cash flow forecasting in the way envisaged will not now be completed until the Summer of 2011. Target date should be revised to 30 September 2011.</p> <p>15-Dec-2010 Template for cash flow developed - expected to be completed by 31 March 2011 for use in 2011/12. REVISED TARGET DATE: 28 March 2011</p> <p>30-Jun-2010 The SAO - Treasury & Insurance post is in the process of being recruited to. Once an appointment has been made and the officer is in post, this recommendation</p>


Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							will be revisited.
							06-Apr-2010 Due to an internal move within the team, the SAO - Treasury & Insurance post is currently vacant. Recruitment to this post will commence shortly (subject to closedown pressures). In the interim, TM duties are temporarily being covered by suitably experienced members of the Finance team and this, combined with the on-going advice and support of the previous post holder who remains within the team in a different role, ensures the Council will continue to comply with the TM code. However, the impact of this vacancy on available resource means that this recommendation cannot yet be implemented. As previously noted, material transactions are diaried to

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							<p>manage cashflows.</p> <p>24-Dec-2009 Meetings re Treasury Management processes and procedures will resume in January and this issue will be picked up by the group.</p> <p>26-Oct-2009 Material transactions are diaried to manage cashflow. Detailed projections still to be fully implemented. New target date 2010/11 for full implementation.</p>
	AR-F&MIS_247 That other sources of information, in addition to credit ratings, are used for counterparty risk assessment and that this approach is documented in the updated Treasury Management Manual.	2	Director of Resource and Transformation	<div><div>0%</div></div>	31-Mar-2011	Loans and Investments 2010/11	19-Oct-2010 This will be considered as part of the team restructure.
	AR-F&MIS_248 That the roles of Money Laundering Reporting Officer and Deputy are formalised and that appropriate	1	Director of Resource and Transformation	<div><div>0%</div></div>	31-Mar-2011	Loans and Investments 2010/11	19-Oct-2010 This is a requirement of the CIPFA Code of Practice for Treasury Management. This




Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	training for the roles is provided.						will be considered as part of the team restructure.
	AR-F&MIS_255 That a full review of the Authorised Signatures file is carried out to ensure that it is up to date and accurate.	2	Accountancy Services Manager	<div><div>75%</div></div>	24-Dec-2010	Creditors 2010/11	<p>06-Jul-2011 Further delays in the recruitment of 2 heads of service and Nuclear service manager who are not expected to take up their posts until mid to late August. Once these staff are in post this task will be completed. Revised target 31 August 2011</p> <p>06-Jul-2011 Revised deadline of 30/6/11 noted</p> <p>05-Apr-2011 Further to earlier comments the Head of Service review was only completed by 31 March 2010 and 2 new head of service posts remain vacant. The authorisation lists will only be finally be completed when all heads of service and new staffing responsibilities are in place. Revised deadline 30 June</p>


Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							<div>2011</div> <div>07-Jan-2011 Delayed pending Head of Service review. Work planned to start in February 2011 assuming HoS review completed by then - if not a further delay can be expected.</div> <div>18-Nov-2010 Heads of Service to be contacted over update of authorised signatory list and limits. System updated as necessary.</div>
	AR-F&MIS_279 That the Information Security Policy should explain how system administrators and other privileged users are controlled.	2	Director of Resource and Transformation	<div>0%</div>	31-Mar-2011	Information Security 2010/11	

Code & Title AR-LD Legal & Democratic
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Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-LD_027 That all organisations with which there are exchange of information arrangements should be listed and suitable standard agreements put in place.	2	Head of Legal & Democratic Services	<div><div></div>20%</div>	30-Jun-2011	Information Security 2010/11	29-Nov-2010 This is linked to recommendations AR-C_056 and AR-C_057.

Code & Title AR-PP Policy & Performance
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Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-PP_041 Deliver on plan to review policy and procedure and support improved management practice.	2	Head of Performance & Transformation	<div><div>44%</div></div>	31-Mar-2011	Annual Governance Statement June 2010	07-Apr-2011 4 out of 9 milestones set for this action have been completed. 06-Jul-2010 All actions in progress.
	AR-PP_057 That, to provide a comprehensive overview of the role and responsibilities of the Council as a whole, a general induction document is introduced.	2	HR Manager	<div><div>30%</div></div>	31-Mar-2011	HR Management : Recruitment 2010/11	06-Jul-2011 6- July-2011 “e-induction” project to be completed by 31 12 11. 13-Aug-2010 Recommendation not accepted, pending further review of induction process, and possible use of “e-induction” for this type of information, rather than a document.
	AR-PP_069 All Managers are reminded that they should monitor personal calls made by employees using CBC mobile phones. The calls should be identified, verified and costs	2	Director of Resource and Transformation	<div><div>0%</div></div>	31-May-2011	General Tax Issues 2010/11	21-Jul-2011 Reminder of policy on acceptable use of Council-provided phones included in corporate information section of Latest Word on 1 July 2011.

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	recorded.						Separate note still required for Managers with staff who have council mobiles to review usage and agree re-imbursement.
	AR-PP_070 Managers ensure that the Payroll Officer is informed of any deductions that are required for personal calls in a timely manner. This must be the next available pay date from when the Vodafone invoice is received.	2	Director of Resource and Transformation	<div>0%</div>	31-May-2011	General Tax Issues 2010/11	

AUDIT PERFORMANCE INDICATORS – 1 APRIL 2011 TO 30 JUNE 2011***Input measures***

Note	Indicator	2011/12 Target	2011/12 Actual to date
1	% of audit plan completed – cumulative year to date	23.75%	16.3%
2	% of audit plan completed – this quarter	95%	65%

Notes

- 1 Cumulative year to date: The overall target for 2011/12 is to complete 95% of the audit plan. The percentage stated here is based on actual direct audit days compared to the annual total of 601 (95% of 633). The average quarterly target is 23.75% (ie 95% divided by 4).
- 2 65% completed this quarter: This is calculated simply as 98 days compared to planned days of 150 per quarter to give 65% for the quarter. Direct audit days are well below target because:
 - Direct audit days in Q1 were scheduled to be less than a quarter of the full year's target because the Principal Auditor vacancy was not expected to be filled until 1 June
 - The prevalence of bank and fixed holidays in this period
 - The need for staff newly transferred to CCC to attend formal induction and become familiar with CCC procedures
 - The audit office move within the Copeland Building.

Direct audit days will be increased in Q2 and Q3 to ensure that the Copeland Audit Plan is delivered:

- Recruitment of the Principal Auditor (and other shared services posts) over the next few weeks
- The Audit Manager will devote more time to Copeland work
- Transfer of audit resources to Copeland from the Carlisle office , including an additional auditor and some specialist audit resource on IT and Value for Money assignments
- Use of agency staff to make good shortfalls in Q1

Output measures

Target	Actual
Planned audit assignments this period - 9	5 completed leading to 4 reports – see summary of completed reports. Substantial progress on 1 leading to draft report – capital accounting. Good progress on 2 – year end process & licensing (completion of work on this was suspended until Q2 at Manager’s request). 1 deferred – local development framework

Additional work	
Asset management audit started	This replaced deferred work on licensing
Review of draft Annual Governance Statement	Request from Policy & Transformation Manager.