

AUDIT & GOVERNANCE COMMITTEE 15 April 2014
AUDIT MONITORING REPORT: Apr 2013 – Mar 2014

LEAD OFFICER: Darienne Law,
Head of Corporate Resources (and S.151 Officer)

AUTHOR: Peter Usher, Audit Manager

1.0 INTERNAL AUDIT WORK COMPLETED IN PERIOD (JAN – MARCH 2014)

1.1 This report summarises findings from 4 final reports issued in January – March 2014. The previous progress report summarised final reports issued up to the end of December 2013.

2013/14 - final reports issued in period

- Cash receipting
- Sundry debtors
- Bereavement Services
- Risk management

1.2 Assurance on System Controls

The overall evaluation of the system controls is set out below together with a summary of audit conclusions and any key recommendations. Key recommendations (Priority 1 and 2) and proposed management actions are shown beneath the relevant audit.

1.2.1 Cash receipting

Substantial assurance

This audit reviewed the operation of the Council's cash receipting system (Civica) to ensure that all transactions are promptly and accurately recorded, uploaded to the main accounting system (TOTAL) and relevant sub-ledgers and reconciled to the bank.

The cash collection process was found to be well controlled. Officers involved in the cash collection process are aware of the updated Financial Regulations and Financial Procedure Rules and the current Scheme of Delegation. However, there was a Security Policy found in the Cash Office Procedures file which is dated October 2005, and this should be updated to ensure it is compliant with current procedures.

Controls are operating well and cash, cheques and direct credits were promptly and accurately recorded on the cash receipting system and reconciled to the financial ledger and to back office systems in a timely manner.

The Transformation Programme Manager has led work on encouraging payments to the Council to be made by the most efficient and economical method (typically by Direct Debit or on-line). It is important that this work is continued following the Manager's departure in order that the Council's strategy in this area is achieved

AUDIT & GOVERNANCE COMMITTEE 15 April 2014
AUDIT MONITORING REPORT: Apr 2013 – Mar 2014

along with the resulting savings. It is recommended that progress against targets for method of payment are kept under review to ensure savings are realised.

Since the last audit an Anti-Money Laundering Policy has been prepared ~~has been~~ and agreed by the Council (September 2013). It is intended that training will be provided to all appropriate staff by the end of March 2014.

Adequate controls are now in place to ensure that the Council is fully compliant with Payment Card Industry (PCI) standards.

Recommendations

The Security Policy which is held on file in the Cash Office for staff reference and business continuity purposes should be updated. This would ensure staff are working to and are compliant with current policies and procedures.

The Customer Services Team Leader confirmed that up to date policies have now been provided to staff.

Arrangements to collect information on payment methods should be established and subject to regular review.

The Head of Policy & Transformation agreed that this would be done. Responsibility will depend on final senior management structure.

1.2.2 Sundry debtors

Substantial assurance

This audit reviewed the operation of the Sundry Debtors system to ensure that invoices are raised promptly and for the correct value and paid in full. The audit also looked at the upload of information to the main accounting system.

Overall, the administration of Sundry Debtors is efficient and effective. Debts were raised promptly and the rate of recovery is good and continues to improve. Sundry Debtors procedures have been reviewed and training has been provided to relevant departmental staff on the new procedures.

Departments have reviewed the method of raising invoices so that Periodic Invoices are now being used appropriately, including by the Property Department, to ensure that recurring invoices are properly issued.

Monthly reconciliations of the Debtors module are carried out and these are independently verified with evidence retained. Reconciliations were timely and up to date.

All expected controls were in place to prevent or detect fraud except that periodic statements are not sent out to commercial customers. This is not seen as a significant risk.

An efficiency improvement has been made since the previous audit. The ~~the~~ Sundry Debtors module has been developed to allow for a static copy of an invoice / recovery letter to be linked to the customer's debtor account as an associated document, a refund wizard to process the overpayment refunds more efficiently and a transaction transfer wizard which will allow an invoice to be transferred between debtor accounts (i.e. if an invoice had been raised on an old debtor account which had been replaced because of a change of address, etc.).

Recommendations

None

1.2.3 Bereavement Services

Substantial assurance

This audit followed up the implementation of recommendations agreed following the previous review.

Significant progress has been made to improve policies, procedures and administrative practices at the Crematorium. Procedures are updated as and when required. These will need to be updated again to include the new system of invoicing Funeral Directors and the implementation of the new bereavement services booking system, due to be installed in Quarter 1 2014.

7 of the 11 recommendations previously made have been fully implemented. Progress has been made on the other 4 but full implementation can only be finalised once elements of the Transformation Programme have been completed. In particular, when the Copeland Centre Reception development has been completed.

The verbal agreement between Copeland, Barrow and Carlisle Crematoriums is to be formalised: This will give greater business continuity as each Crematorium will facilitate the others in the event of breakdown, emergency etc.

With the planned reduction in administration staff from March 2014, management has proposed that an appointment system is introduced for applications for Book of Remembrance. This will ensure that customers are given the necessary attention required when making the application. Customers will be notified by letter that an appointment system is in operation.

There have been some issues around the Book of Remembrance fees received with applications. The current letter states

"..wish to enquire about the current fees, please contact the crematorium office here at Distington Hall. Prices can also be found on the CBC website".

As some customers do not have access to the internet they call the office to request a copy of the fees, this incurs costs for postage and extra administration on what is

AUDIT & GOVERNANCE COMMITTEE 15 April 2014
AUDIT MONITORING REPORT: Apr 2013 – Mar 2014

already limited Officer time. It has been agreed that the current list of fees will be included with the letter sent to customers. Customers will be advised that fees increase annually and that only the correct fee can be accepted for book of remembrance/miniature books/memorial cards. There will be no “grace” period from one year to the next.

Recommendations

None

1.2.4 Risk Management

Substantial assurance

This audit followed up the implementation of recommendations agreed following the previous review.

Significant progress has been made to improve policies, procedures and administrative practices for risk management.

The Risk Management Strategy clearly sets out the roles and responsibilities that Members and Officers will play in introducing, embedding and owning the risk management process.

The Risk Management cycle has been updated in line with Zurich training and best practice. Members attended a Risk Management workshop in December 2013. The workshop highlighted the Council’s approach to risk and work was done around understanding of the policies and processes in place.

The Strategic Risk Register has been refreshed and reported to Audit & Governance Committee in June 2013 and Executive in July 2013. The Register is subject to regular review by senior management and the Audit & Governance Committee.

Risk owners are identified for both the Strategic Risk Register and Operational Risks identified in annual Service Plans. Going forward care must be taken to update ownership when Officers move or leave the authority to ensure that risks continue to be managed by a named officer.

Recommendations

None

1.3 Overdue actions arising from audit reports

- 1.3.1** Priority 1 and 2 recommendations still outstanding, with a target date for completion of 31 March 2014, are set out at **Appendix A**. These include recommendations made by both internal and external audit. There are **45** overdue recommendations overall which is a slight increase from 42 at the last report date (January 2014).

AUDIT & GOVERNANCE COMMITTEE 15 April 2014
AUDIT MONITORING REPORT: Apr 2013 – Mar 2014

- 1.3.2** There are 6 overdue Priority 1 recommendations which are all brought forward from the previous period. Most of these derive from external audit recommendations and even though they have not been fully implemented, Covalent shows that progress has been made (see managers comments at Appendix A).

Brought forward overdue P1 recommendations

Fixed Assets

- Ensure the implementation of the new asset register is well planned and resourced and that Internal Audit is used to provide assurance that the data has been transferred accurately (Audit Commission Annual Governance Report 2011/12) – **99% complete**.
- Ensure that annual review of non-current assets identifies all assets that require revaluation taking into account the 5 year rolling cycle, indications of impairment and any other factors which may impact on the asset's fair value – **90% complete**.
- Develop more frequent consultation between the Valuer and the Quantity Surveyor in the valuation process and in ascribing values and useful lives to building components. Ensure Finance staff are involved in discussions so as to challenge assumptions.

Benefits

- Improve the accuracy of the benefit assessors to minimize the under or overpayment of benefit – **80% complete**. Training on complex areas of benefits assessment has been arranged for benefits assessment staff.
- Review the listings of errors identified in external audit's work on the 2011/12 benefit claim. Identify any pattern of errors and provide training to individual assessors or on specific areas of the assessment – **50% complete**.

Performance Indicators

- For Corporate PI's managers should complete the proforma provided and return a signed copy to Policy & Performance. The pro-forma should include a description of the indicator; how it will be calculated; and what the target and baseline is.

Implemented P1 recommendation

- The following componentized assets have been revalued - Civic Hall and Flatt Walks Sports Centre in Whitehaven and the Crematorium at Distington.

AUDIT & GOVERNANCE COMMITTEE 15 April 2014
AUDIT MONITORING REPORT: Apr 2013 – Mar 2014

1.3.3 There are **39** Priority 2 overdue recommendations (were 36 at the last report date - end January)

2.0 INTERNAL AUDIT PERFORMANCE AGAINST AUDIT PLAN

2.1 Internal Audit performance is set out at Appendix B.

3.0 CONCLUSION AND RECOMMENDATION

3.1 It is recommended that Members note this report.

List of Appendices: Appendix A – Outstanding Key recommendations due by 31 March 2014
Appendix B – Performance Indicators

Background papers: None

Consultees: Corporate Leadership Team

Audit Recommendations - Overdue

Report Type: Actions Report



Report Author: Audit Manager

Generated on: 27 March 2014




SUMMARY OF OVERDUE RECOMMENDATIONS		
	Priority 1	Priority 2
Total Overdue Recommendations as at 23/01/14	6	36
"New" Recommendations due in the period	1	8
TOTAL RECOMMENDATIONS TO BE IMPLEMENTED	7	44
IMPLEMENTED FROM LAST AUDIT REPORT		3
"NEW" BUT IMPLEMENTED BY PERIOD END	1	2
Total implemented in the Period	1	5
CANCELLED SINCE LAST AUDIT REPORT		
OUTSTANDING FROM LAST AUDIT REPORT	6	33
OVERDUE ADDED THIS PERIOD		6
Total Overdue Recommendations as at 31/03/14	6	39


Code & Title AR-AC Audit Commission/Grant Thornton

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-AC_019 Review the current status of benefits debtors greater than 3 years old. Where a repayment plan is not in place, or the debt is not being actively pursued, consideration should be given to their write off.	2	Head of Corporate Resources	<div><div>0%</div></div>	31-Mar-2012	Annual Governance Report 2010/11.	30-Apr-2012 Impact on the level of bad debts provision to be considered as part of the budget process. Input will be required from all departments.
	AR-AC_022 Ensure the implementation of the new asset register is well planned and resourced and that Internal Audit is used to provide assurance that the data has been transferred accurately.	1	Head of Corporate Resources	<div><div>99%</div></div>	31-Dec-2012	Annual Governance Report 2011/12	<div>09-Sep-2013 Just waiting to confirm agreed componentised asset balances with Grant Thornton.</div> <div>16-Jan-2013 Following time spent with Consilium it became apparent that the Total system was not suitable as it was not able to upload balances to the Revaluation Reserve. The system had to calculate these balances meaning all asset valuations had to be redone since the introduction of the</div>



Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							<p>Revaluation Reserve. We have followed up with the second identified provider, Real Asset Management. The preferred solution would be for an externally hosted service independent of the Total system. Additional costs have been identified and funding is being allocated. The project is ready to begin and will be implemented by end of March 2013.</p> <p>13-Sep-2012 It is currently anticipated that we will be implementing the Total Asset Register System (the same supplier as the Council's Finance system). A lot of work has been carried out on our asset records internally so we are in a good position to move forward but final confirmation that the Total System and the provider, Consilium, is fit for purpose,</p>


Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							needs to be obtained. A second provider has been identified. Achievement of the timetable is highly dependent on whether we stay with the current provider. The exact process for data input is still to be confirmed, manual input or upload. The current spreadsheet system may need to be maintained for a period of time yet to be determined which may have a resource implication. Internal Audit will assist in the data assurance work.
	AR-AC_034 Improve the accuracy of the work of benefit assessors to minimise the under or overpayment of benefit.	1	Revenues & Benefits Shared Services Manager; Shared Services Benefits Manager; Shared Services Performance Manager	<div><div>80%</div></div>	31-Aug-2013	Certification work report 2011/12	11-Sep-2013 The treatment of income (including earnings) has been arranged for Benefits assessment staff over two sessions: 13th November 2013 at Whitehaven and 19th November 2013 at Carlisle. A refresher training course on effective dates has also been organised and

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							<p>confirmed for Benefits assessment staff over two sessions: 4th December 2013 at Workington and 12th December 2013 at Carlisle. Both sets of training are mandatory for shared services assessment staff and will be provided by Gordon Riddell of Capita Training. Previous attempts to arrange these training sessions failed due to the original trainer having to attend a funeral and then having childcare problems that meant all existing arrangements had to be cancelled. Confident the current training will go ahead.</p> <p>05-Sep-2013 Subsidy for Assessors Training carried out over 3 days (20th to 22nd August 2013 by Linda Davies - Managing director of LA Directories Ltd).</p>




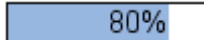
Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							<p>Mandatory for all Benefits Assessment Officers.</p> <p>01-Aug-2013 Draft Training Strategy Document for submission to Operational Board restating commitment to training & improvement. Mandatory subsidy training arranged for assessors (27th & 28th February 2013). Training on treatment of income including earnings and effective dates. Expected May 2013 but date to be confirmed. Data cleansing work currently undertaken and ongoing to pick up non-standard rates.</p>
	AR-AC_035 Review the listing of errors identified in external audit's work on the 2011/12 benefit claim. Identify any pattern of errors and provide training to individual assessors or on specific areas of the assessment.	1	Revenues & Benefits Shared Services Manager; Shared Services Benefits Manager; Shared Services Performance Manager	<div><div>50%</div></div>	31-Aug-2013	Certification work report 2011/12	04-Sep-2013 In addition to the above training plan and data cleansing, we have carried out an intensive check on Non HRA claims testing for scheme types, start and end dates and eligible rent figure. Results were summarised and



Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							<p>recommendations made to Benefits Manager and Team Leaders to ensure there is sufficient control and internal procedural guidance in place for Non HRA claims.</p> <p>The arranged training will raise awareness for the impact on subsidy.</p> <p>Treatment of income and effective dates will cover the errors found already and should improve accuracy.</p> <p>A full review of individual assessor error is still to be completed. The results of the external audit work will be reviewed by Benefits Team Leaders and compared to the individual error results as reported within the Quality Assurance Module which is now in operation across the shared service.</p> <p>Timescale end of March 2013.</p> <p>An advert for 1 x Quality</p>


Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							Assurance and 0.5 x Senior Quality Officer vacant positions is imminent. This will give us the extra resources needed to continue to monitor and review individual accuracy levels.
	AR-AC_037 Ensure that annual review of non-current assets identifies all assets that require revaluation taking into account the five year rolling cycle, indications of impairment and any other factors which may impact on the asset's fair value.	1	Financial Reporting and Technical Accountant; Estates & Valuations Manager	<div><div></div>90%</div>	31-Oct-2013	Grant Thornton Audit Findings Report September 2013	<p>13-Jan-2014 valuation programme has already been discussed, agreed and being actioned. There only remains to be a final review at year end to assess any changes to expected position.</p> <p>23-Sep-2013 Agreed - the agreed methodology for componentisation valuation and condition surveys requires closer and more frequent consultation. This is already in place with a joint programme being devised.</p>
	AR-AC_039 Develop more frequent consultation between the Valuer and	1	Financial Reporting and Technical	<div><div></div>0%</div>	31-Oct-2013	Grant Thornton Audit Findings Report September	23-Sep-2013 Agreed - the agreed methodology for componentisation valuation

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	Quantity Surveyor in the valuation process and in ascribing values and useful lives to building components. Ensure finance staff are involved in discussions so as to challenge assumptions		Accountant; Estates & Valuations Manager			2013	and condition surveys requires closer and more frequent consultation. This is already in train with a joint programme being devised.
	AR-AC_044 Provide a clear commentary where there are large movements between, the projected revenue outturn at quarter three and the actual outturn position for the year.	2	Financial Management and Treasury Accountant	<div>0%</div>	31-Dec-2013	Grant Thornton Audit Findings Report September 2013	<div>08-Oct-2013 will be completed at year end out turn report</div> <div>23-Sep-2013 Agreed - new monitoring report devised which satisfies this requirement.</div>


Code & Title AR-CS Customer Services


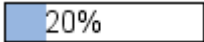
Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-CS_128 That the current refund process is reviewed to ensure that a clear audit trail is established to show that the refunds have been appropriately authorised prior to payment and that there is a separation of duties throughout this process.	2	Shared Services Revenues Manager		30-Apr-2013	Council Tax 2011/12	11-Sep-2013 Still awaiting fix for software bug.
							06-Feb-2013 Original due date 31 Jan 2012. Had shown as completed by 03 April 2012. However, no audit trail in place during 2012/13 audit and so the recommendation has been amended as outstanding with a new agreed target date of 30 April 2013.
							03-Apr-2012 Review complete – separation of duties and authorisation satisfactory subject to fix of above software bug.
	AR-CS_133 The Sundry Debtor Handbook needs to be updated to reflect changes to the Council Structure.	2	Revenues & Benefits(TC) Team Leader		31-May-2012	Sundry Debtors 2011/12	12-Feb-2014 will update changes to Council Structure and amend procedures by end of March 2014
							05-Apr-2013 Awaiting details from Finance re the Nominated Debt Officers for

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							each Department. 16-Jan-2013 will contact Finance Section for update on Departments still raising invoices and names of Nominated Debt Officers for each Department 13-Jul-2012 will make a start on this ASAP
	AR-CS_145 That, in line with NNDR recommendation AR-CS_124, consideration should be given to amending the Scheme of Delegation to formalise the current process of bankrupt customers being written off by the Revenues Team Leader prior to formal approval.	2	Financial Services Manager	<div><div>0%</div></div>	30-Jun-2013	Council Tax 2012/13	10-Oct-2013 Taking review of Fin Regs to December Council 06-Feb-2013 Aim to have the Scheme of Delegations updated by June 2013 Council meeting at the latest.
	AR-CS_147 Academy report CT6600a Outstanding Inspections should be checked and completed inspections updated on the Council Tax system to correct the report for future.	2	Shared Services Revenues Manager	<div><div>50%</div></div>	30-Apr-2013	Council Tax 2012/13	11-Sep-2013 ct6600 report has been saved and is currently being worked on.


Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-CS_159 The RBSS should ensure that retention schedules are consistent across all 3 Councils. All staff involved with the handling of data (whether electronic or physical) should be aware of data protection and retention requirements.	2	Revenues & Benefits Shared Services Manager	<div>0%</div>	31-Jan-2014	Civica Comino Application 2013/14	16-Oct-2013 The proposed retention period outlined of 6 previous years and current year data is to be considered for adoption by the Shared Service Joint Operational Board

Code & Title AR-DO Operations
--




Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-DO_038 The Strategic Asset Management Strategy should incorporate a strategy on assets such as plant and equipment, given their value.	2	Head of Corporate Resources; Head of Neighbourhoods	<div>0%</div>	31-Oct-2011	Asset Management 2011/12	<p>12-Sep-2013 Amended the managed by responsibility from Head of Corporate resources to the head of Neighbourhoods. Head of Corporate Resources to liaise with Head of Neighbourhoods.</p> <p>02-Oct-2012 New Target Date set for the end of Dec 12. A new asset register as provided by Consilium will be assessed for the appropriateness of their system and then all assets will need to be added.</p> <p>02-Oct-2012 Amended the Managed By responsibility from the Director of Resources and Transformation to the Head of Corporate Resources from 02/10/12.</p>







Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-DO_042 A central register of external contracts, undertaken by the Council, is established to provide a picture of its obligations (with due regard to commercially sensitive information). The register should be reviewed annually by CLT and available to Members.	2	Head of Corporate Resources; Head of Neighbourhoods		31-Dec-2012	Landscape Management and Contracts 2011/12	12-Sep-2013 Head of Corporate Resources has commissioned this work with Procurement, Work in Progress.
							21-May-2012 Will be incorporated into the current review of the Constitution.


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_293 The Draft Treasury Management manual needs to be completed (in particular for changes in job roles) and then approved by the Head of Corporate Resources.	2	Financial Management and Treasury Accountant	<div><div>85%</div></div>	31-Mar-2012	Loans and Investments 2011/12	<div>08-Oct-2013 awaiting feedback from HoS</div> <div>12-Sep-2013 The bulk of the work on this project has now been completed, a quality review needs to take place prior to HoS approval estimated completion date October 2013.</div> <div>18-Jul-2013 once holidays are finished work will recommence on this project</div> <div>03-Apr-2013 Year end work has now commenced and the team's priority will be completion of out turn reports and the financial statements. once this has been complete, work will recommence to complete this task.</div> <div>16-Jan-2013 Financial Management and Treasury Accountant- Work has</div>


Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							<p>progressed on this exercise, but the revenue and capital budget and TM strategy has now become the team's priority. Work will recommence when resources permit.</p> <p>18-Oct-2012 Amended wording of the recommendation to require approval by the Head of Corporate Resources instead of Corporate Director for Resources and Transformation.</p> <p>03-Oct-2012 All other outstanding works have now been completed. It is anticipated this work will be completed by 31 Dec 2012.</p> <p>04-Apr-2012 Work has commenced on this exercise and following further guidance from Sector will be progressed when resources permit - expected after year-end, work on the tender for Treasury</p>


Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							Management, cash-flow and capital close down procedures are all completed.
	AR-F&MIS_314 A review of the Contract Register is carried out to ensure all the current and historical contracts are recorded and to ensure the data quality of the information.	2	Contracts Officer	<div><div>80%</div></div>	30-Jun-2013	Creditors 2012/13	06-Mar-2014 The contracts register is currently about 80% complete – Jennifer Noble is waiting for people to update her with contracts info so that can be added. 12-Sep-2013 Darienne to progress with Contracts Officer.
	AR-F&MIS_315 Responsibility for monitoring that aggregated orders do not exceed the tendering limit is appropriately assigned after the departure of the Interim Technical Accountant.	2	Financial Services Manager	<div><div>0%</div></div>	30-Apr-2013	Creditors 2012/13	
	AR-F&MIS_321 S:151 Officer should consider Copeland's strategy/approach under proposed new legislation and the current level of debt at Copeland.	2	Financial Services Manager	<div><div>0%</div></div>	30-Sep-2013	Debt Management Audit 2012/13	11-Jun-2013 Management Reports will be reviewed by D Law, A Brown, M Toner and E Turner.




Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-F&MIS_326 Expenses incurred for fuel, car parking or subsistence should be claimed via the MCal system.	2	Financial Reporting and Technical Accountant		28-Feb-2014	Petty Cash Audit 2013/14	13-Jan-2014 When new Financial Regs are agreed (incorporating petty cash procedures) they will be circulated to Heads of Service.
							20-Nov-2013 Reminder will be issued to Heads of Service by Finance.
	AR-F&MIS_327 Departments Heads should ensure all staff operating petty cash accounts are fully aware of the procedures and use the appropriate paperwork as detailed within the Financial Regulations.	2	Financial Reporting and Technical Accountant		28-Feb-2014	Petty Cash Audit 2013/14	13-Jan-2014 When new Financial Regs (incorporating petty cash procedures) have been agreed they will be circulated to Heads of Service.
							20-Nov-2013 Reminder will be issued to Heads of Service by Finance.
	AR-F&MIS_328 Access to petty cash accounts should be restricted to those authorised and included on authorised signature list.	2	Financial Reporting and Technical Accountant		28-Feb-2014	Petty Cash Audit 2013/14	13-Jan-2014 When revised Financial Regs (incorporating petty cash procedures) have been agreed, they will be circulated to Heads of Service.
							20-Nov-2013 To be




Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							incorporated into revised procedures and circulated to appropriate staff and made available on the Intranet for future reference.
	AR-F&MIS_329 Year-end certificates should be signed by both the Head of Service and an approved member of staff as detailed on the authorisation permissions form.	2	Financial Reporting and Technical Accountant	<div>0%</div>	28-Feb-2014	Petty Cash Audit 2013/14	13-Jan-2014 Year end certificates due 1st April 2014, not February. Review due date.
							20-Nov-2013 To be incorporated into revised procedures and circulated to appropriate staff and made available on the Intranet for future reference.

Code & Title AR-LD Legal & Democratic

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-LD_032 Training is provided to the System Administrator to enable the effective administration of the LALPAC system, i.e. user accounts, user access rights, etc.	2	Legal Services Manager	<div>0%</div>	31-Dec-2011	Licensing 2011/12	<p>11-Oct-2013 Proposals to take over enhanced system with other Cumbrian authorities is not proceeding due to difficulties over price, contract, and data security. Additionally, Policy are reviewing existing software systems across the Council to try and consolidate and achieve better efficiencies. LALPAC classic continues to be used on a yearly contract pending longer term assessment of system.</p> <p>12-Sep-2013 LALPAC now taken over by IDOX. Scope of training not yet agreed by IDOX. IDOX Business Development Manager visiting Council 31/01/13. Discussions continuing re enhanced system in conjunction with other Cumbria authorities.</p>


Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							<p>This recommendation relates to administration of the system rather than day to day operational functions which are running satisfactorily.</p> <p>05-Apr-2012 05/04/12: Cost resolved. LALPAC are being requested to provide the training in-house to system administrators within the next 3 months. Scope of training to be mapped out and agreed with LALPAC beforehand.</p> <p>26-Aug-2011 Budget constraints could be the deciding factor but other avenues will be investigated.</p>
	AR-LD_041 The Members' Allowances Scheme Travel and Subsistence allowance should be amended to allow for an allowance for travel by bicycle or other non-	2	Democratic Services Manager	<div>0%</div>	31-Mar-2012	Members' Allowances 2011/12	<p>09-Sep-2013 The next review is in 2015. Action will be completed at that time.</p> <p>16-Jan-2013 Will be incorporated into next review of Members'</p>

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	motorised form of transport, as per The Local Authorities (Members' Allowances) (England) Regulations 2003.						<div>Allowances</div> <div>13-Jul-2012 Due for implementation by 31/3/2013</div>
	AR-LD_042 The Members' Allowances Scheme paragraph 8.1 Claims and Payments should be revised to also include claims for the Dependants' Carers' Allowance, as per The Local Authorities (Members' Allowances) (England) Regulations 2003 – Claims and Payments 14.(1).	2	Democratic Services Manager	<div>0%</div>	31-Oct-2013	Members' Allowances 2011/12	04-Sep-2013 During the Members' Allowances and Expenses 2013/14 Audit it was found that this recommendation had not been implemented. A new target of 31/10/13 has been agreed.
	AR-LD_043 The rate of Dependants' Carers' Allowance should be increased to 100% in line with the Independent Remuneration Panel's recommendation in the interim review of Members' Allowances, March 2006.	2	Democratic Services Manager	<div>0%</div>	31-Oct-2013	Members' Allowances 2011/12	04-Sep-2013 During the Members' Allowances and Expenses 2013/14 Audit it was found that this recommendation had not been implemented. A new target of 31/10/13 has been agreed.
	AR-LD_044 The Mayor's and Deputy Mayor's allowances should be included in the	2	Democratic Services Manager	<div>0%</div>	31-Oct-2013	Members' Allowances 2011/12	04-Sep-2013 During the Members' Allowances and Expenses 2013/14 Audit it


Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	Members' Allowances Scheme as per the recommendation of the Independent Remuneration Panel's review of Members' allowances 2008-09.						was found that this recommendation had not been implemented. A new target of 31/10/13 has been agreed.
	AR-LD_047 A reminder is issued to Managers that, if a meeting they organise is to be subject to claims for travel and subsistence by Members, then a record of attendance should be taken and passed to Member Services.	2	Democratic Services Manager	<div><div>0%</div></div>	31-Oct-2013	Members' Allowances 2011/12	04-Sep-2013 During the Members' Allowances and Expenses 2013/14 Audit it was found that this recommendation had not been implemented. A new target of 31/10/13 has been agreed.
	AR-LD_048 Member Services should ensure there are written agreements between Copeland and outside bodies on payment of Members travel and subsistence claims, and this should include an exchange of information on the annual amounts paid.	2	Democratic Services Manager	<div><div>50%</div></div>	31-Mar-2012	Members' Allowances 2011/12	<div>12-Sep-2013 Only a small number of outside bodies and members involved.</div> <div>09-Sep-2013 To be completed by December 2013.</div> <div>13-Jul-2012 To be in place December 2012</div> <div>05-Apr-2012 To be in place by October 2012</div>
	AR-LD_050 Legal Services should review the Bribery Act legislation and determine its	2	Legal Services Manager	<div><div>20%</div></div>	31-Dec-2011	Register of Gifts/Hospitality & Disclosure of	11-Oct-2013 As 13/14.LEG.06. Work on policies ongoing with



Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	application to the Council, and the extent to which adequate procedures are in place to mitigate the risk of prosecution. This might include amendment to existing codes of conduct.					Interests 2011/12	<p>further officer meeting scheduled for 16/10/13. Likely completion date 30/11/13.</p> <p>12-Sep-2013 The Bribery Act Legislation will be incorporated into a revised Counter Fraud Policy for consideration by the Audit & Governance Committee 07/11/13. Following this it will be presented to the Executive and Full Council.</p> <p>08-Apr-2013 Several measures already exist to prevent bribery – financial regulations, code of conducts, vetting of staff as part of recruitment, transparency in publishing transactions over £500, contract procedure rules, etc. A risk assessment reviewing the risks which the Council might continue to be exposed to will be completed by the end of May. This review will</p>

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							<p>identify any further amendments necessary to corporate documentation with approval then being sought to those amendments. The review will also identify any further training and publicity necessary and consider the timescale for future reviews of the prevention measures. It is aimed to have this process complete by the end July.</p> <p>05-Apr-2012 05/04/12: The Bribery Act 2010 affects three areas: (a) the Council's codes of conduct; (b) the Council's procurement procedures; (c) the Council's anti-fraud and corruption policies. The emphasis of the Act is to be proactive and avoiding the conditions of bribery.</p> <p>The Democratic Services,</p>



Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							Legal Services and Audit Shares Services Managers are undertaking work on these three aspects with the work currently being scoped out. It is anticipated that the work in these three areas will be completed by the 30/09/12. There is a linked issue of money laundering and work on this matter will be completed by the 30/09/12.
	AR-LD_053 The Scheme of Member Allowances 2013/14 is reviewed with regard to the recommendations re Dependant Carer's Allowance made by The Independent Remuneration Panel's Review of Members' Allowances 2012-15 (March 2012).	2	Democratic Services Manager	<div>0%</div>	31-Oct-2013	Members' Allowances and Expenses 2013/14	04-Sep-2013 Review and amend scheme.





Code & Title AR-LES Leisure & Environmental Services





Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-LES_046 Look at all options for the collection of income for Book of Remembrance applications.	2	Parks Manager	<div><div></div>90%</div>	31-Jan-2013	Bereavement Services 2012/13	<div>03-Sep-2013 Currently looking at Electronic registers system that would allow links for info needed to process BOR applications from Copeland Direct</div> <div>08-Apr-2013 Extension of time has been given for this recommendation to 30/11/13 to allow for works to be carried out to the Copeland Centre reception area.</div> <div>03-Apr-2013 The preferred option for all applications for B.O.R to be taken at the Copeland Centre with a new target date set for November 2013</div> <div>10-Jan-2013 Currently being looked at as part of transformation programme</div> <div>02-Oct-2012 Look at options with finance.</div>


Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-LES_061 Ensure that members of the public, especially the recently bereaved are informed that all Book of Remembrance applications will only be accepted at the Copeland Centre or via post to the Copeland Centre.	2	Parks Manager	<div><div>10%</div></div>	30-Nov-2013	Bereavement Services Follow Up Audit 2012 13.	22-May-2013 Working with transformation team and crematorium staff to progress over the coming months
							08-Apr-2013 Link in to transformation programme.
	AR-LES_066 The Health and Safety Manual, Policy and all associated Procedures/Documents should be reviewed and updated in a timely manner.	2	Health & Safety Officer	<div><div>40%</div></div>	31-Jan-2014	Health and Safety 2013/14	15-Jul-2013 The recommendation has been split into 4 Milestones and will require support by Policy and Performance for corporate document and version control and by IT and Communications for intranet changes.

Code & Title AR-PP Policy & Performance

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	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 recorded.	2	Head of Corporate Resources	<div>0%</div>	31-May-2011	General Tax Issues 2010/11	12-Sep-2013 Head of Corporate Resources to progress with Shared HR Manager when in post.
							02-Oct-2012 Amended the Managed By responsibility from the Director of Resources and Transformation to the Head of Corporate Resources from 02/10/12.
							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. 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	2	Head of Corporate Resources	<div>0%</div>	31-May-2011	General Tax Issues 2010/11	12-Sep-2013 Head of Corporate Resources to progress with Shared HR

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	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.						Manager when in post. 02-Oct-2012 Amended the Managed By responsibility from the Director of Resources and Transformation to the Head of Corporate Resources from 02/10/12.
	AR-PP_088 HR should remind managers that it is essential Exit Checklists are completed for all leavers.	2	Head of Corporate Resources	<input type="text" value="0%"/>	31-Mar-2013	Payroll 2012/13	12-Sep-2013 Head of Corporate Resources to progress with Shared HR Manager when in post.
	AR-PP_089 The appropriate training is given to Copeland Direct Officers prior to Book of Remembrance applications being accepted at the Copeland Centre.	2	Transformation Programme Manager	<input type="text" value="0%"/>	30-Nov-2013	Bereavement Services Follow Up 2012 13	
	AR-PP_092 The monthly management checks of Payroll must ensure that all manual calculations are correct and noted as such, prior to the pay run.	2	HR Manager	<input type="text" value="0%"/>	01-Nov-2013	Members' Allowances and Expenses 2013/14	
	AR-PP_093 That the Comments, Compliments and Complaints procedure is	2	Transformation Programme Manager	<input type="text" value="0%"/>	31-Oct-2013	Comments, Compliments and Complaints	27-Sep-2013 CRO to update procedure to reflect the use of Covalent at Stage 1.

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	updated to reflect current working practices.					2013/14	
	AR-PP_095 Care must be taken by Officers to record the correct open, closed and target dates to ensure data quality.	2	Transformation Programme Manager	<div><div>0%</div></div>	30-Sep-2013	Comments, Compliments and Complaints 2013/14	
	AR-PP_096 Covalent records must be updated by Officers on a timely basis to ensure the accuracy of analytical reporting.	2	Transformation Programme Manager	<div><div>0%</div></div>	30-Sep-2013	Comments, Compliments and Complaints 2013/14	27-Sep-2013 Internal target time set of three days to log on to Covalent from receipt.
	AR-PP_098 In line with the Comments, Compliments and Complaints procedure monitoring reports and feedback should be regularly reported to the Corporate and Leadership Team, the Overview and Scrutiny Committee and published on the Intranet.	2	Transformation Programme Manager	<div><div>0%</div></div>	23-Oct-2013	Comments, Compliments and Complaints 2013/14	27-Sep-2013 Complaints on CLT / IE/ FE agenda for October / November covering full performance from April to September.
	AR-PP_102 For Corporate PI's managers should complete the pro forma provided and return a signed copy to Policy & Performance. The pro	1	Transformation Programme Manager	<div><div>0%</div></div>	30-Sep-2013	Performance Management 2012/13	

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	forma should include:- •A description of the indicator; How it will be calculated; and What the target and baseline is.						
	AR-PP_104 Managers should update Covalent regularly as stated in the Performance Management Framework. 8 Milestones are recorded on Covalent System.	2	Head of Corporate Resources; Head of Neighbourhoods; Energy and Planning, Head of Nuclear; Head of Policy & Transformation; Head of Regeneration & Community	<div>0%</div>	31-Oct-2013	Performance Management 2012/13	07-Oct-2013 Agreed – Update to be given to CLT & LMG regarding requirements.

AUDIT PERFORMANCE INDICATORS – 1 APRIL 2013 TO 31 MAR 2014***Input measures***

Note	Indicator	2013/14 Target	2013/14 Actual to date
1	Cumulative days provided	565	430
	% of audit plan days provided – cumulative year to date (full year)	100%	76%

565 days comprise 15 days carried forward from 2012/13 plan and 550 days in 2013/14 plan. The revised plan is to deliver 450 days for 2013/14, of which 20 will be provided in April 2014 to complete 13/14 work in progress. Copeland will only be charged for actual days delivered so this will mean a cost saving in 2013/14.

The 2013/14 plan has been reduced as it has not been possible to progress all audits as provisionally scheduled. In addition some provisions (for example value-for-money and fraud) have not been needed. Where it has not been possible to carry out audits in 2013/14 these were added to the Audit Universe and risk-assessed for inclusion in 2014/15 plan.

Output measures

Target	Actual
Complete 95% of audit plan by 31 March - fundamental system audits	In the original plan 12 audits were classified as fundamental systems but it was agreed with the S151 Officer that no further work is required on capital accounting given external audit's work on this area. This leaves 11 audits of fundamental systems to be carried out. 5 of these have been completed and draft reports have been issued for the following 3 reviews – Creditors; Business rates; and Benefits. Work is ongoing on the 3 following: Council Tax; payroll; and budgetary control.
Complete 95% of audit plan by 31 March – non-fundamental system audits	12 of 20 non-fundamental reviews have been completed. Draft reports have been issued for the following 2 reviews: Partnership arrangements; Homelessness/housing options. Of the remaining 6 audits the following 3 have been deferred at Copeland's request: IT Strategy; FOI review; procurement. The review of HB overpayments was not done as findings of a similar audit review at Carlisle City Council of the RBSS recovery process did not reveal any major control issues.

	The remaining non-fundamental reviews related to Key Performance Indicators (will be included in 14/15 performance management review) and Corporate Governance (usually done at time of AGS preparation but 14/15 plan has this on a cyclical basis – work to be agreed).
--	---