Renfrewshire Council

To: Audit, Scrutiny and Petitions Board

On: 19 September 2016

Report by: Chief Auditor

Heading: Summary of Internal Audit Findings for Quarter to end of June 2016

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1. Summary

1.1 In line with the Public Sector Internal Audit Standards, Internal Audit must communicate the results of each engagement to the Board. To comply with this requirement Internal Audit submits regular reports on the findings and conclusions of audit engagements to the Audit, Scrutiny and Petitions Board.

1.2 Appendix 1 attached to this report provides a summary of internal audit findings in relation to final reports issued for those engagements completed during the period 1 April – 30 June 2016

1.3 In addition to the reports listed in the Appendix, Internal Audit has an ongoing commitment to:

- A range of corporate and service initiatives;
- Progressing of information security matters in partnership with ICT and Legal Services;
- The regular provision of advice to departmental officers;
- The provision of internal audit services to the associated bodies for which Renfrewshire Council is the lead authority and to Renfrewshire Leisure Ltd and Renfrewshire Health and Social Care Integrated Joint Board;
- Co-ordination of the Council's corporate risk management activity;
- Management of the counter fraud team;
- Management of the risk management and insurance team.

2. **Recommendations**

2.1 Members are invited to consider and note the Summary of Audit Findings reported during the quarter from 1 April to 30 June 2016.

Implications of the Report

1. **Financial** - None

2. **HR & Organisational Development** - None

3. **Community Planning –**
Safer and Stronger - effective internal audit is an important element of good corporate governance.

4. **Legal** - None

5. **Property/Assets** - None

6. **Information Technology** - None

7. **Equality & Human Rights**
(a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety –** None

9. **Procurement** - None

10. **Risk** - The summary reported relates to the delivery of the risk-based internal audit plan.

11. **Privacy Impact –** None

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Appendix 1

Renfrewshire Council

Internal Audit Service

Quarterly Update for Audit, Scrutiny and Petitions Board

Final Audit Reports issued from 1 April– 30 June 2016

Category	Service	Audit Title	Main Issues	Rec's agreed
Assurance Audits	Finance and Resources	Cash, Collection & Banking	• A review was undertaken to ensure that the arrangements in place for payments made to the council through satellite kiosks were adequately controlled and reconciled. • In general, it was found that the procedures followed in relation to collection and banking of kiosk income were satisfactory. Issues did arise in relation to the replenishment of the kiosk floats and recommendations that will improve the robustness of this process were made. Management agreed to implement these.	Yes
		Workforce Planning	• A review was undertaken to ascertain the current position within Renfrewshire Council with regards to workforce planning. In order to avoid duplication of effort, Audit Scotland asked Internal Audit to obtain answers and evidence from the appropriate personnel to complete their 'Scotland's Public Sector Workforce: Local Follow –Up' questionnaire. • The Organisational Development Strategy 2016 – 2019 was approved by the Leadership Board in December 2015 and indicated the first stages in following Audit Commission/ Audit Scotland good practice. The implementation phase of the strategy has also commenced and arrangements are in place	Yes

			to regularly update the Corporate Management Team on progress.	
		Council Tax	• An audit reviewing the controls in place over the liability and billing aspect of the council tax system, found that the processes in operation are well established and provide the appropriate controls.	Yes
	Chief Executive's	Internal Communications	• Effective communication between leaders and employees is essential to keep everyone informed and involved. As the council is currently implementing significant change programmes it was agreed that internal Audit would undertake a review of the internal corporate communications processes to ensure they are effective. • At the time of the review, there was not an up to date documented internal communications strategy in place for one of the Council's major change programmes. In addition, inconsistencies across services were found in terms of the manner in which internal communications are addressed. • Management agreed to implement the audit actions to address these matters.	Yes
	Development & Housing	Sickness Absence Monitoring	• A review was undertaken of the application of the Supporting Attendance at Work Policy within the Building Standards and Economic Development Sections of Development and Housing Services. The electronic Absence Management System (AMS) was rolled out to these teams from April 2015. • The audit review identified some instances where we were unable to confirm that the council's Supporting Attendance at Work Policy had been consistently followed due to the lack of evidence held. • Furthermore, a number of key officers had not been sufficiently trained in the use of the electronic Absence Management System.	Yes

			• Management agreed to act upon the recommendations made and ensure the appropriate managers are adequately trained.	
ICT Audit	Finance and Resources	Service Desk	• A high level review of the ICT service desk was carried out to ensure that all calls are properly administered and managed. • This audit highlighted that satisfactory arrangements are in place for resolving service desk calls and communication with end users. Some recommendations were made relating to closer monitoring of performance indicators and resolving calls in line with priorities shown in current guidance which management agreed to implement.	Yes
Governance Audits	Finance and Resources	Corporate Governance – Employees Code of Conduct	• A review was undertaken to provide assurance that the Code of Conduct for Employees is fit for purpose and that there is an awareness of the code among employees. • The audit identified some occasions where there was no evidence that employees had acknowledged receipt of the current Code of Conduct for Employees. Given that a revised draft code is being finalised, it was recommended that management put arrangements in place to ensure that all existing employees sign acknowledgements that they have agreed to abide by the revised code.	Yes