

Operational Plan 2012/13

CORPORATE					
Type	Audit	Plan Days	Revised Plan Days	Actual Days used	Proposed start date / Status
Risk	Risk Management.	10		5	WIP
Risk	Procurement	20		2	WIP
Reg	Performance Indicators	20		10	WIP
Advisory	Corporate Governance	10		5	WIP
Advisory	Collaborations	10		3	WIP
Advisory	Partnerships	10		5	WIP
Advisory	Theatre Clwyd	20		1	WIP
Advisory	Business Continuity	10		12	DRAFT
Consult	Flintshire Futures	30	15		ONGOING
Consult	Lean Team	30	15	22	DRAFT
Addition	Consultants		10		FEB
Addition	NWRWP		10	5	WIP
		170	160	70	
FINANCE					
Risk	Medium Term Financial Strategy and Plan	20			DEFERRED
Reg	Main Accounting	50		25	WIP
Reg	Housing Benefits, incl. overpayments.	20		19	DRAFT
Reg	Council Tax and NNDR	20		5	WIP
Advisory	Housing Benefit Subsidy	15	0		CANCELLED SEE NOTE
Advisory	Corporate Grants	15		17	DRAFT
Advisory	Taxation	20		7	WIP
Advisory	Flintshire Connects	10			FEB
Addition	Housing Benefit Return		3	3	FINAL
		170	155	76	

Type	Audit	Plan Days	Revised Plan Days	Actual Days used	Proposed Start Date / Status
PENSION FUND					
Reg	Pensions Administration and Contributions	40		3	WIP
Addition	Pensions Contributions		5		MAR
		40	45	3	
LEGAL AND DEMOCRATIC SERVICES					
Advisory	Commons Register	10		8	WIP
Advisory	Data protection	10			DEFERRED
Advisory	Members Allowances	10		10	FINAL
		30		18	
HUMAN RESOURCES AND ORGANISATIONAL DEVELOPMENT					
Reg	Payroll & HR System	50		1	WIP
Advisory	Agency /Temporary Staff	10			MAR
Advisory	Disciplinary Policy	15		17	DRAFT
Advisory	Payroll / pensions	10		2	WIP
Advisory	Single status – costing of pay model	15	40	49	WIP
Consult	Service Review	10	5		ONGOING
Consult	Midland Trent: Phase 2	15	5		ONGOING
Addition	I Trent – Private vehicles		10		WIP
		125	145	69	
INFORMATION AND COMMUNICATIONS TECHNOLOGY					
Risk	Information Governance	30		11	DRAFT
Advisory	IT Procurement	10			MAR
Advisory	Electronic document management	15		6	WIP

Type	Audit	Plan Days	Revised Plan Days	Actual Days used	Proposed Start Date / Status
Advisory	Mobile working, mobile phone security, smart phones	20			MAR
		75		17	
LIFELONG LEARNING					
Reg	Grants	20		6	JUL AND ONGOING
Advisory	Leisure Centres - operation	20		17	DRAFT
Advisory	Youth & Community	10		1	WIP
Advisory	Facilities Services – Cleaning Services	10		10	DRAFT
Advisory	Pupil Referral Unit	10			MAR
Advisory	CCTV	10		10	DRAFT
Advisory	Student Services	15		15	DRAFT
Advisory	Free School Meals	10		6	FINAL
Advisory	Payments processing	10		18	FINAL
Advisory	Music Service	5		7	FINAL
Advisory	Funding Formula	15			DEFERRED
Consult	Control Awareness Sessions New Heads and Governors	10	5		ONGOING
Consult	Develop audit presence on schools infonet	5	0		ONGOING
Schools	Central reviews	30			ONGOING
Schools	Risk based thematic reviews	30		33	FINAL
Schools	Control and Risk Self Assessment	10		17	WIP
Addition	Cheque book schools		6	13	FINAL
		220	216	153	
COMMUNITY SERVICES					
Risk	Sheltered Housing	10			FEB
Advisory	Mobile working and work ticket validation	25	0		DEFERRED SEE NOTE

Type	Audit	Plan Days	Revised Plan Days	Actual Days used	Proposed Start Date / Status
Advisory	Allocations	10		10	DRAFT
Advisory	Gas Servicing	15		15	WIP
Advisory	Rent Arrears	15		15	DRAFT
Advisory	Vehicle Tracking Follow Up	15			FEB
Advisory	Care Homes	10		30	DRAFT
Advisory	Disabled Facilities Grants	20		7	FINAL
Advisory	Section 33	10		16	FINAL
Advisory	Payments to foster carers	20		27	FINAL
Advisory	Performance information	20		9	DRAFT
		170	145	129	
ENVIRONMENT					
Risk	County Town Network Regeneration and Protection	20			MAR
Risk	Highways Infrastructure	20			WIP
Risk	Waste Management	20			DEFERRED
Advisory	Licensing	10		10	DRAFT
Advisory	Pollution Control	15			DEFERRED
Advisory	Fleet Management	20		2	DEFERRED
		105		12	

INVESTIGATIONS, PROVISIONS AND DEVELOPMENT					
Type	Audit	Plan Days	Revised Plan Days	Actual Days used	
	Pro-active fraud work and NFI	50		23	
	Provision for investigations	200		437	
	Provision for ad-hoc requests from Directorates	100			
	Follow up reviews	30		19	WIP
	Audit Development - IDEA	30			
	Regional Collaboration	50	25		
		460	377	479	
	Overall Total	1565	1455	1026	

Definitions

Regulatory work

Work based on the need to satisfy statutory and other requirements, and to demonstrate to external audit that they can rely on the work of internal audit as part of the annual accounts process.

Risk based audits

Work based on strategic and operational risks identified by the organisation in the SARC and Service Plans. Risks are linked to the organisation's objectives and represent the possibility that the objectives will not be achieved.

Advisory

Work based on discussions with management when the audit plan is being produced.

Consultancy

Participation in various projects and developments in order to ensure that controls are in place.

Changes to the Plan since the last meeting

Audits added to the plan

Corporate

Taith. As Flintshire is the lead authority, there is a requirement for IA review and report.

Audits deferred

Finance

Medium Term Financial Strategy. The audit was intended to take place after the mid year review of the Strategy. In the event this did not take place.

Lifelong Learning

Funding Formula. As reported to Scrutiny the new funding formula will not be introduced for 2013/14. More work is necessary and it is now envisaged that the new formula will be introduced for 2014/15.

Environment

Waste Management. Deferred pending the results of the current investigation.

Pollution Control. Service Review currently taking place, management request to defer.

Changes reported to previous committees

Audits added to the plan

Corporate

Consultants – AC request, review of the constraints for the appointment and on the remit and monitoring of consultants to help give assurance that proper procedures are in place.

NWRWP – As Flintshire is the lead Authority, there is a requirement for IA review and report.

Finance

Housing Benefits Overpayments – review of how performance is reported.

Housing Benefit Return – review of the preparation of the return

HR

I Trent – compliance testing on Private Vehicles and Driving check after introduction of new procedure

Lifelong Learning

Cheque Book Schools - three schools have moved to having their own bank account. Review of procedures and controls.

Pensions

Pensions Contributions – reconciliation of payments from other Authorities between the Pensions system and Flintshire Accounting system.

Audits deferred

Finance

Housing Benefit Subsidy. Audited by WAO.

Legal and Democratic Services

Data Protection – working with Information Commissioners Office. Their review scheduled for April 2013.

Community Services

Mobile working and ticket validation – management request, new system to be given time to become fully operational.

Environment

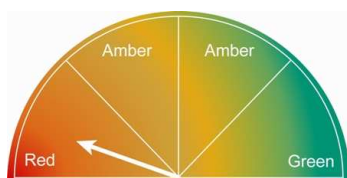
Fleet Management – consulting with other Authorities on a possible joint approach.

Appendix B

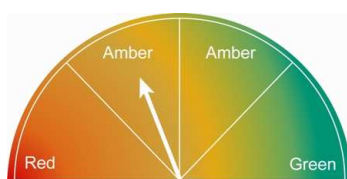
The following reports have been finalised since the last Audit Committee. Action plans are in place to address the weaknesses identified. For reviews which received limited or little assurance a summary of the findings and the Action Plan is attached.

Project Reference	Project Description	Level of Assurance	Recommendations		
			F	S	MA
No Ref	HBRF Returns	N/A	0	3	0
LD0160S1	Members Allowances	Green	0	0	2
LL0020S3	School Effectiveness/Pupil Deprivation Grants	N/A	0	1	0
LL0130S1	Cross Cutting Schools Review – Acceptable Use of IT, Data Security & Sickness Absence Monitoring	N/A	0	0	0
CS0180S1	Disabled Facility Grants	Green	0	1	3
CS2010R2	NEWCES Stores – Section 33	Amber	0	2	5
CS4010R1	Re-letting of Empty Properties (Voids)	Green	0	1	1

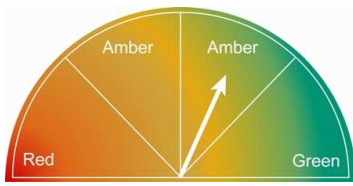
New levels of Assurance – standard reports.



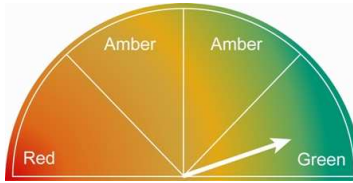
Taking account of the issues identified, the organisation cannot take assurance that the controls upon which they rely to manage this risk are suitably designed, consistently applied or effective. Action needs to be taken to ensure this risk is managed.



Taking account of the issues identified, whilst the organisation can take some assurance that the controls upon which they rely to manage this risk are suitably designed, consistently applied and effective, action needs to be taken to ensure this risk is managed.



Taking account of the issues identified, the organisation can take reasonable assurance that the controls upon which they rely to manage this risk are suitably designed, consistently applied and effective. However we have identified issues that, if not addressed, increase the likelihood of the risk materialising.



Taking account of the issues identified, the organisation can take substantial assurance that the controls upon which they rely to manage this risk are suitably designed, consistently applied and effective.

Levels of Assurance – follow up reports.

Good. 80%+ of recommendations have been implemented. All fundamental recommendations have been implemented.

Reasonable. 50-80% of recommendations have been implemented. Any outstanding fundamental recommendations are in the process of being implemented.

Little. Less than 50% of recommendations have been implemented. Unsatisfactory progress has been made on the implementation of fundamental recommendations.

Categorisation of Recommendations

- F - Fundamental
- S - Significant
- MA - Merits Attention

Fundamental – action is imperative to ensure that the objectives for the area under review are met.

Significant – requires action to avoid exposure to significant risks in achieving the objectives for the area under review.

Merits Attention – action advised to enhance control or improve operational efficiency.

Summary of Findings and Action Plan of Reviews with Limited Assurance

No reports finalised since the last meeting have had a limited or red assurance level.

Summary of Findings and Action Plan of Reviews with Limited Assurance

Appendix C

Recommendation Tracking








Status of Recommendations that have reached their Implementation Dates.




Title	Reference	Date Issued	Response Received	Recommendations		
				Due	Implemented	Not Implemented
CORPORATE						
Procurement	CD0070R1	Mar 2012	Yes	9	1	8
Procurement	CD0070P1	Nov 2010	Yes	2	1	1
Performance Indicators	CD0200R1	Jul 2012	Yes	1	1	0
Use of Consultants	CD0500P1	Jan 2011	Yes	6	0	6
			Total	18	2	16
FINANCE						
MTFS	FD0040R1	Dec 2011	Yes	1	0	1
MTFS	FD0040P1	Apr 2011	Yes	1	0	1
Financial Systems	FD0080R1	June 2012	Part *	2	1	0
Main Accounting	FD0080N1	Sep 2010	No *	1		
Capital Programme	FD0090P1	Jan 2012	No *	13		
Housing Benefits	FD6150P1	Aug 2011	No *	1		
Housing Benefits	FD6150R1	Aug 2012	Yes	1	0	1
			Total	20	1	3
LEGAL AND DEMOCRATIC						
Data Protection	LD0220P1	Oct 2011	Yes	1	1	0
			Total	1	1	0
HUMAN RESOURCES						
Employee Appraisals	HR0240P1	Jun 2011	Yes	6	5	1
			Total	7	5	2

ICT						
			Total	0	0	0
LIFELONG LEARNING						
E-Teach	LL0190N1	Aug 2010	Yes	3	0	3
			Total	3	0	0
COMMUNITY SERVICES						
Multi-Skilling	CS0033N1	Sep 2010	Yes	1	1	0
			Total	1	1	0
ENVIRONMENT						
Streetscene – Cleanliness of the Public Realm	EN0010R1	Feb 2012	Yes	3	3	0
Fleet Management	EN0060P1	Jun 2011	Yes	3	1	2
Data Management – Public Protection	EN0080N1	Mar 2010	Yes	4	1	3
Asset Management	EN0155R1	Nov 2012	Yes	4	4	0
			Total	14	9	5
			Total	64	19	26

* See comment para 3.09.

Internal Audit Performance Indicators

Performance Measure	Q3	Target	RAG Rating
Internal Audit Departmental Targets			
Audits completed within planned time	78%	80%	 ↓
Average number of days from closure meeting to issue of draft report	25	20	 ↓
Average number of days from response to issue of final report	2	5	 ↑
Return of client satisfaction questionnaires	83%	70%	 ↓
Client questionnaires responses as satisfied	100%	95%	 →
Productive audit days	69%	75%	 ↓
Other Targets			
Days to return draft reports	23	20	 ↑

Key  Target not achieved  Within 10% of target  Target Achieved

↑ Improving trend → No change ↓ Worsening trend

Investigations

1. The following investigations have been reported to previous committees and are still being investigated:

- 1.1. An investigation is ongoing into alleged operational and financial irregularities within Streetscene, four employees are still suspended.
- 1.2. An anonymous allegation has been received regarding the use of a Council vehicle for personal use. Management are investigating the issue.
- 1.3. An anonymous allegation has been received concerning the use of a supplier

2. The following investigations have been completed:

- 2.1. Two employees have been disciplined regarding alleged collusion with a supplier