

**BROMSGROVE DISTRICT COUNCIL**

**AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

Date: 18<sup>th</sup> JANUARY 2018

---

**THE INTERNAL AUDIT MONITORING REPORT OF THE HEAD OF THE INTERNAL AUDIT SHARED SERVICE ~ WORCESTERSHIRE INTERNAL AUDIT SHARED SERVICE.**

Relevant Portfolio Holder	Councillor Brian Cooper
Portfolio Holder Consulted	Yes
Relevant Head of Service	Chris Forrester, Financial Services Manager
Ward(s) Affected	All Wards
Ward Councillor(s) Consulted	No
Key Decision / Non-Key Decision	Non-Key Decision

**1. SUMMARY OF PROPOSALS**

1.1 To present:

- the monitoring report of internal audit work and performance for 2017/18

**2. RECOMMENDATIONS**

2.1 **The Committee is asked to RESOLVE that the report be noted.**

**3. KEY ISSUES**

**Financial Implications**

3.1 There are no direct financial implications arising out of this report.

**Legal Implications**

3.2 The Council is required under Regulation 5 of the Accounts and Audit Regulations 2015 to “undertake an adequate and effective internal audit of its accounting records and of its system of internal control in accordance with the proper practices in relation to internal control”.

**Service / Operational Implications**

3.3 The involvement of Members in progress monitoring is considered to be an important facet of good corporate governance, contributing to the internal control assurance given in the Council’s Annual Governance Statement.

3.4 This section of the report provides commentary on Internal Audit’s performance for the period 01<sup>st</sup> April 2017 to 31<sup>st</sup> December 2017 against the performance indicators agreed for the service.

AUDIT REPORTS ISSUED/COMPLETED SINCE THE LAST PROGRESS REPORT (14<sup>th</sup> September 2017):

**BROMSGROVE DISTRICT COUNCIL**

**AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

**Date: 18<sup>th</sup> JANUARY 2018**

---

3.5 2017/18 AUDIT SUMMARY UPDATES AS AT 31<sup>st</sup> DECEMBER 2017:

Community Services – Disabled Facilities Grants

The review found the following areas of the system were working well:

- Grants and loan applications are processed and paid in accordance with grant/loan criteria.
- Grants and loan details are promptly registered on the local land charges register;
- Budget monitoring is carried out on a regular basis;
- Contractors used are from the approved list maintained any the Home Improvement Agency;
- System access rights are in place for application files.

The review found the following areas of the system where controls could be strengthened:

- Currency of documented procedures for Grants and Loans.

There was one 'medium' priority recommendation reported.

Type of Audit: Full System Audit  
Assurance: Significant  
Draft Report Issued: 28<sup>th</sup> September 2017

North Worcestershire Building Control

The review found the following areas of the system were working well:

- Operations outlined in agreement are being carried out
- Consistent and clear approach of handling applications
- Uniform system is up to date with notes and applications.
- Fees and charges are in line with what is approved and consistent against applications.
- Payments are taken before the processing of application
- There are regular updates to the authorities on the position of Building Control
- Payments were all accounted for against the ledger
- There is a good working relationship between finance and building control

The review found the following areas of the system where controls could be strengthened:

- A signed Financial Charging Statement
- Check on payment codes

There was one 'medium' and one 'low' priority recommendation reported.

Type of Audit: Full System Audit  
Assurance: Significant  
Draft Report Issued: 10<sup>th</sup> August 2017

Waste Management

The review found the following areas of the system were working well:

- The efficient and effective management of domestic waste collection services.

**BROMSGROVE DISTRICT COUNCIL**

**AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

**Date: 18<sup>th</sup> JANUARY 2018**

---

- The promotion and provision of a trade waste service across both authorities, including improved promotion of recycling services.
- The system for monitoring and managing bulky and garden waste collections.
- The monitoring of service performance and budgetary control across both authorities.
- The monitoring and management of outstanding payments on account, including noticeable improvements in managing non-payment of garden waste service customers.

The review found the following areas of the system where controls could be strengthened:

- Controls over the handling of cash payment, with specific regard to bulky waste collections.
- The charging of services to business and garden waste customers.
- The basis for providing quotes to residential customers for bulky waste collections that are outside the scope of the standard pricing structure.
- The management sign-off process for formally approving discretionary changes to business waste charges.
- Inventory management arrangements for recording returned bin stocks, and the process for checking stock levels with formal approval of variations on the electronic stock system.

There was one 'high', four 'medium' and four 'low' priority recommendations reported.

Type of Audit: Full System Audit  
Assurance: Moderate  
Draft Report Issued: 27<sup>th</sup> November 2017

**Land Charges**

The review found the following areas of the system were working well:

- Full and personal searches were being completed within the ten day guidance timescale even though there were ongoing problems with the IDOX computer system that supports the land charges register e.g. system being unavailable, system freezing and information not being saved after input.
- Card payments taken over the phone are done so in accordance with Payment Card Industry Data Security Standards

The review found the following areas of the system where controls could be strengthened:

- Introducing reconciliations between the searches carried out and payments received.
- The speed with which the local land charges register is updated when notifications are received.

There was one 'high' and one 'medium' priority recommendation reported.

Type of Audit: Full System Audit  
Assurance: Moderate  
Draft Report Issued: 19<sup>th</sup> October 2017

## BROMSGROVE DISTRICT COUNCIL

### **AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

Date: 18<sup>th</sup> JANUARY 2018

---

#### Treasury Management

The review found the following areas of the system were working well:

- Treasury management is undertaken in line with statutory and internal procedures.
- Money not immediately required is invested prudently and funds are available for use by the authorities when required.
- There is sufficient information held to constitute a full audit trail for all transactions in and out of the Council's bank accounts.
- All transactions are recorded in the Council's financial system.
- There are sufficient I.T controls in place around segregation of duties for BACS transactions.

The review found the following areas of the system where controls could be strengthened:

- Although the reconciliation process has now been formalised it is not currently being reviewed or signed off by an independent person.

There was one 'medium' priority recommendation reported.

Type of Audit: Full System Audit  
Assurance: Significant  
Draft Report Issued: 22<sup>nd</sup> September 2017

#### Customer Services

The review found the following areas of the system were working well:

- Customers were greeted politely and professionally and their enquiries were listened to and directed appropriately
- Calls to switchboard were being directed quickly to the services requested by the customer; they were also dealing with customers who were unsure to get them to the correct service.
- Good frontline support being given by the biggest services; Council Tax and Benefits.
- Some good use of self service through website such as online form for environmental services

The review found the following areas of the system where controls could be strengthened:

- Mixed approach with phone recording messages across services; some have nothing, some are lengthy
- Complaints system is not being utilised for lessons learnt and a number of open complaints have not progressed with little information.
- Website can be confusing and difficult to find some services.
- Recording minutes of meetings with services
- Training and Awareness in elements of requirements of customers

There were five 'medium' priority recommendations reported.

Type of Audit: Full System Audit  
Assurance: Moderate  
Draft Report Issued: 14<sup>th</sup> November 2017

**BROMSGROVE DISTRICT COUNCIL**

**AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

**Date: 18<sup>th</sup> JANUARY 2018**

---

Cash Collection

The review found the following areas of the system were working well:

- Staff greet and handle the customer's payments professionally, confirming details and process efficiently.
- The postal cheque process has appropriate controls in place.
- Procedure documents were up to date and staff were aware of where to find them and what was contained in them.
- Suspense account is monitored and all monies are accounted for
- 'Overs' and 'Unders' investigation was evidenced

The review found the following areas of the system where controls could be strengthened:

- Monitoring of refund transactions
- Documentation of 'overs' and 'unders' and a consistent approach across both authorities
- Some administration errors within the new system of holding scanned documents.
- Unclear scanned giro slips causing poor evidence if required.
- Second signatory at banking stage has no meaning as not actually counting the money

There were three 'medium' and one 'low' priority recommendations reported.

Type of Audit:	Full System Audit
Assurance:	Significant
Draft Report Issued:	14 <sup>th</sup> November 2017

Individual Election Registration System

The review found the following areas of the system were working well:

- Having a documented public engagement strategy and registration plan in place for the annual canvass.
- Investigating applications to register that contain conflicted or missing information.
- Requesting additional personal identification where information provided is not sufficient for an application in order to reduce the risk of fraud.
- Undertaking activities to promote voter engagement and electoral registration.
- Producing guidance on the electoral registration process that is clear, concise and user friendly.

The review found the following areas of the system where controls could be strengthened:

- Keeping the printed registers up to date.
- Information recorded when the printed register is viewed by the public.

The Elections team were trialling the use of electronic tablets to collect information for the 2017 annual canvass as an alternative to canvassers completing hard copy forms (although these were still available to use as a back up). The feedback on use of these was generally positive, although there were some technical issues related to how information is recorded to be sorted out with the software provider Xpress before they are used again. At the end of the canvass it was noted that when tablets are returned to the office to be kept in the locked cupboard, they need to be manually cleared to remove any elector details remaining on the tablet. This is not an automated process so will be incorporated into the end of canvass procedures. The team

**BROMSGROVE DISTRICT COUNCIL**

**AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

**Date: 18<sup>th</sup> JANUARY 2018**

---

were aware that a number of the documented procedures required reviewing and updating, and recognised they will now need to include use of the tablets.

There was one 'medium' and one 'low' priority recommendation reported.

Type of Audit: Full System Audit  
Assurance: Significant  
Draft Report Issued: 2<sup>nd</sup> January 2018

Summary of Assurance Levels:

<b><u>Audit</u></b>	<b><u>Assurance Level</u></b>
<b><u>2017/18</u></b>	
Disabled Facility Grants	Significant
North Worcestershire Building control	Significant
Waste Management	Moderate
Land Charges	Moderate
Treasury Management	Significant
Customer Services	Moderate
Cash Collection	Significant
Individual Election Registration	Significant

3.6 2017/18 AUDITS ONGOING AS AT 31<sup>st</sup> December 2017

The following audit was at draft report stage:

- Records Management

The following audits were at clearance stage:

- Council Tax
- NNDR

Audits progressing through fieldwork stages included:

- ICT
- Benefits
- Creditors

The summary outcome of the above reviews will be reported to Committee in due course when they have been completed and management have confirmed an action plan.

3.7 AUDIT DAYS

Appendix 1 shows that progress continues to be made towards delivering the Internal Audit Plan and achieving the targets set for the year. As at 31<sup>st</sup> December 2017 a total of 150 days had been delivered against a target of 230 days for 2017/18.

## **AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

**Date: 18<sup>th</sup> JANUARY 2018**

---

Appendix 2 shows the performance indicators for the service. These indicators were agreed by the Audit, Standards and Governance Committee on the 30<sup>th</sup> March 2017 for 2017/18.

Appendix 3 shows a summary of the 'high' and 'medium' priority recommendations for those audits that have been completed and final reports issued.

Appendix 4 provides the Committee with an analysis of audit report 'Follow Ups' that have been undertaken to monitor audit recommendation implementation progress by management.

### **3.8 OTHER KEY AUDIT WORK**

Much internal audit work is carried out "behind the scenes" but is not always the subject of a formal report. Productive audit time is accurately recorded against the service or function as appropriate. Examples include:

- Governance for example assisting with the Annual Government Statement
- Risk management
- Transformation review providing support as a critical review
- Dissemination of information regarding potential fraud cases likely to affect the Council
- Drawing managers' attention to specific audit or risk issues
- Audit advice and commentary
- Internal audit recommendations: follow up review to analyse progress
- Day to day audit support and advice for example control implications, etc.
- Networking with audit colleagues in other Councils on professional points of practice
- National Fraud Initiative over view.
- Investigations

There has been on going work undertaken in regard to the National Fraud Initiative. This year is the 2 yearly cycle of data extraction and uploading to enable matches to be reported. The initiative is over seen by the Cabinet Office. Worcestershire Internal Audit Shared Service (WIASS) has a coordinating role in regard to this investigative exercise in Bromsgrove District Council.

WIASS is committed to providing an audit function which conforms to the Public Sector Internal Audit Standards. WIASS recognise there are other review functions providing other sources of assurance (both internally and externally) over aspects of the Council's operations. Where possible we will seek to place reliance on such work thus reducing the internal audit coverage as required.

WIASS confirms it acts independently in its role and provision of internal audit.

## **AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

**Date: 18<sup>th</sup> JANUARY 2018**

---

### **3.9 Monitoring**

To ensure the delivery of the 2017/18 plan there is close and continual monitoring of the plan delivery, forecasted requirements of resource – v – actual delivery, and where necessary, additional resource will be secured to assist with the overall Service demands. The Head of Internal Audit Shared Service remains confident his team will be able to provide the required coverage for the year over the authority's core financial systems, as well as over other systems which have been deemed to be 'high' and 'medium' risk. In discussions with the s151 it has been decided that there is little value reviewing Risk Management at this stage as training is being set up and it is considered that mobile homes will also be removed from the plan as the resource can be better deployed. It is proposed that Risk Management will feature in the 2018/19 plan as it is considered to remain a medium risk area.

### **3.10 Customer / Equalities and Diversity Implications**

There are no implications arising out of this report.

## **4. RISK MANAGEMENT**

The main risks associated with the details included in this report are:

- failure to complete the planned programme of audit work for the financial year; and,
- the continuous provision of an internal audit service is not maintained.

## **5. APPENDICES**

Appendix	1 ~ Internal Audit Plan delivery 2017/18
Appendix	2 ~ Key performance indicators 2017/18
Appendix	3 ~ 'High' and 'Medium' priority recommendations summary for finalised reports
Appendix	4 ~ Follow up summary

## **6. BACKGROUND PAPERS**

Individual internal audit reports held by Internal Audit.

## **7. KEY**

N/a



**BROMSGROVE DISTRICT COUNCIL**

**AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

**Date: 18<sup>th</sup> JANUARY 2018**

---

**AUTHOR OF REPORT**

Name: Andy Bromage  
Head of Internal Audit Shared Service,  
Worcestershire Internal Audit Shared Service  
Tel: 01905 722051  
E Mail: [andy.bromage@worcester.gov.uk](mailto:andy.bromage@worcester.gov.uk)

**BROMSGROVE DISTRICT COUNCIL**

**AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**  
Date: 18<sup>th</sup> JANUARY 2018

---

**APPENDIX 1**

**Delivery against Internal Audit Plan for 2017/18**  
**1<sup>st</sup> April 2017 to 31<sup>st</sup> December 2017**

Audit Area	2017/18 Total Planned Days	Forecasted days to the 31 <sup>st</sup> December 2017	Actual Days Used to the 31 <sup>st</sup> December 2017
Core Financial Systems (see note 1)	71	61	42
Corporate Audits	5	0	0
Other Systems Audits (see note 2)	118	89	86
<b>SUB TOTAL</b>	<b>194</b>	<b>150</b>	<b>128</b>
Audit Management Meetings	15	12	11
Corporate Meetings / Reading	5	4	5
Annual Plans and Reports	8	6	5
Audit Committee support	8	6	1
Other chargeable (see note 3)	0	0	0
<b>SUB TOTAL</b>	<b>36</b>	<b>28</b>	<b>22</b>
<b>TOTAL</b>	<b>230</b>	<b>178</b>	<b>150</b>

**Notes:**

Audit days used are rounded to the nearest whole.

Note 1: Core Financial Systems are audited predominantly in quarters 3 and 4 in order to maximise the assurance provided for Annual Governance Statement and Statement of Accounts but not interfere with year end.

Note 2: A number of the budgets in this section are 'on demand' (e.g. consultancy, investigations) so the requirements can fluctuate throughout the quarters.

Note 3: 'Other chargeable' days equate to times where there has been, for example, significant disruption to the ICT provision resulting in lost productivity.

**BROMSGROVE DISTRICT COUNCIL**

**AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

Date: 18<sup>th</sup> JANUARY 2018

---

**APPENDIX 2**

**Performance against Key Performance Indicators 2017-2018**

The success or otherwise of the Internal Audit Shared Service will be measured against some of the following key performance indicators for 2017/18. Other key performance indicators link to overall governance requirements of Bromsgrove District Council e.g. KPI 4 to KPI 6. The position will be reported on a cumulative basis throughout the year.

	<b>KPI</b>	<b>Trend/Target requirement</b>	<b>2017/18 Position (as at 31<sup>st</sup> December 2017)</b>	<b>Frequency of Reporting</b>
Operational				
1	No. of audits achieved during the year	Per target	Target = Minimum 13  Delivered = 8  plus 1x draft	When Audit Committee convene
2	Percentage of Plan delivered	>90% of agreed annual plan	65%	When Audit Committee convene
3	Service productivity	Positive direction year on year (Annual target 74%)	75%	When Audit Committee convene
Monitoring & Governance				
4	No. of 'high' priority recommendations	Downward  (minimal)	2	When Audit Committee convene
5	No. of moderate or below assurances	Downward  (minimal)	3	When Audit Committee convene
6	'Follow Up' results  (Using 2017/18 reviews onward)	Management action plan implementation date exceeded  (nil)	Nil to report	When Audit Committee convene
Customer Satisfaction				
7	No. of customers who assess the service as 'excellent'	Upward  (increasing)	7x issued  5x returns – all 'excellent'	When Audit Committee convene

WIASS conforms to the Public Sector Internal Audit Standards 2013.

# AUDIT, STANDARDS AND GOVERNANCE COMMITTEE

**APPENDIX 3**

**Definition of Audit Opinion Levels of Assurance**

<b>Opinion</b>	<b>Definition</b>
<b>Full Assurance</b>	<p>The system of internal control meets the organisation’s objectives; all of the expected system controls tested are in place and are operating effectively.</p> <p>No specific follow up review will be undertaken; follow up will be undertaken as part of the next planned review of the system.</p>
<b>Significant Assurance</b>	<p>There is a generally sound system of internal control in place designed to meet the organisation’s objectives. However isolated weaknesses in the design of controls or inconsistent application of controls in a small number of areas put the achievement of a limited number of system objectives at risk.</p> <p>Follow up of medium priority recommendations only will be undertaken after 6 months; follow up of low priority recommendations will be undertaken as part of the next planned review of the system.</p>
<b>Moderate Assurance</b>	<p>The system of control is generally sound however some of the expected controls are not in place and / or are not operating effectively therefore increasing the risk that the system will not meet its objectives. Assurance can only be given over the effectiveness of controls within some areas of the system.</p> <p>Follow up of high and medium priority recommendations only will be undertaken after 6 months; follow up of low priority recommendations will be undertaken as part of the next planned review of the system.</p>
<b>Limited Assurance</b>	<p>Weaknesses in the design and / or inconsistent application of controls put the achievement of the organisation’s objectives at risk in many of the areas reviewed. Assurance is limited to the few areas of the system where controls are in place and are operating effectively.</p> <p>Follow up of high and medium priority recommendations only will be undertaken after 6 months; follow up of low priority recommendations will be undertaken as part of the next planned review of the system.</p>
<b>No Assurance</b>	<p>No assurance can be given on the system of internal control as significant weaknesses in the design and / or operation of key controls could result or have resulted in failure to achieve the organisation’s objectives in the area reviewed.</p> <p>Follow up of high and medium priority recommendations only will be undertaken after 6 months; follow up of low priority recommendations will be undertaken as part of the next planned review of the system.</p>

## **AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

---

### Definition of Priority of Recommendations

<b>Priority</b>	<b>Definition</b>
<b>High</b>	<p>Control weakness that has or is likely to have a significant impact upon the achievement of key system, function or process objectives.</p> <p>Immediate implementation of the agreed recommendation is essential in order to provide satisfactory control of the serious risk(s) the system is exposed to.</p>
<b>Medium</b>	<p>Control weakness that has or is likely to have a medium impact upon the achievement of key system, function or process objectives.</p> <p>Implementation of the agreed recommendation within 3 to 6 months is important in order to provide satisfactory control of the risk(s) the system is exposed to.</p>
<b>Low</b>	<p>Control weakness that has a low impact upon the achievement of key system, function or process objectives.</p> <p>Implementation of the agreed recommendation is desirable as it will improve overall control within the system.</p>

# AUDIT, STANDARDS AND GOVERNANCE COMMITTEE

**APPENDIX 3**

## ‘High’ & ‘Medium’ Priority Recommendations Summary for finalised audits.

Ref.	Priority	Finding	Risk	Recommendation	Management Response and Action Plan
<b>Audit: Disabled Facility Grants</b>					
<b>Assurance: Significant</b>					
1	Medium	<p><b><u>Private Sector Home Repair Assistance Policy</u></b></p> <p>The Private Sector Home Repair Assistance Policy does not reflect that Home Repairs Assistance loan limit that is now £10000 per applicant.</p> <p>This policy also states that any charge 'will be registered as a local land charge where costs are below £500 and as a national land charge where costs are £500 or above'. Charges are now registered as local land charges only.</p>	<p>Practice may be incorrect if the document is used as a point of reference on how to carry out tasks.</p> <p>Reputational risk to council if it's not following the same policies as other local councils.</p> <p>Financial risk if working practice to repay money is not followed.</p>	<p>Review and update the Private Sector Home Repair Assistance policy.</p>	<p><b>Responsible Manager:</b> <b>Strategic Housing Manager</b></p> <p>We accept that the policy needs refreshing to bring it in line with the current position.</p> <p><b>Implementation date:</b> End Nov 17</p>
<b>Audit: North Worcestershire Building Control</b>					
<b>Assurance: Significant</b>					
1	Medium	<p><b><u>Financial Statement</u></b></p> <p>There is no evidence of a separate annual financial statement with the breakdown required by the Building Regulations 2010 with an approved Local Authority Signature</p>	<p>Risk of non compliance with legislation to demonstrate that Building Control is breaking even leading to potential reputational damage.</p>	<p>Both Bromsgrove and Redditch Councils to satisfy themselves that they are acting in accordance with the Building (Local Authority Charges) Regulations 2010 by ensuring that a Fee Charging financial statement is produced at the end of each financial year and is signed off by an appropriate financial officer of each Council</p>	<p><b>Responsible Manager:</b> Building Control Manager Agreed.</p> <p>The need for a financial statement was complied with by Finance however this was not sufficiently separate from that required by regulation. A separate financial statement will be produced for the end of this current financial year.</p> <p><b>Implementation date:</b> Close of financial year 17 / 18</p>

# **AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

Ref.	Priority	Finding	Risk	Recommendation	Management Response and Action Plan
<b>Audit: Waste Management</b>					
<b>Assurance: Moderate</b>					
1	High	<p><b><u>Bulky Waste – Cash Payment Receipt Books</u></b></p> <p>Customers using the bulky waste service are able to pay for their service in cash to the Place staff members at the time of collection. Receipts should be given to customers to confirm payment. Cash is then returned to the Business Support team for reconciliation with job records and banking.</p> <p>The receipt books in use are not headed controlled stationery, i.e. they are standard receipt books that can be purchased from any retail store.</p> <p>Several of the receipt books could not be located at the time of the audit.</p> <p>Of the receipt books held, they all had pages missing, i.e. where the counterfoils had been removed as well as the original customer copies.</p>	<p>Potential risk of fraud and financial loss where monies received cannot be tallied to receipts and bankings.</p>	<p>Only controlled stationery to be used by the Place teams, i.e. headed with the relevant Council details.</p> <p>All receipt books to be retained and counterfoils kept.</p> <p>Receipt books to be reconciled on a regular basis with bankings. Discrepancies and missing receipts to be investigated without delay.</p> <p>To limit and monitor the current use of cash payments and to consider options for moving to a cashless system.</p>	<p><b>Management Response:</b></p> <p>1). Controlled Stationery was acquired and implemented with our crews in late July.</p> <p>2). A system is being drawn up to implement monthly reconciliations of the receipt books by Business Support Unit, and the method of operating Bulky Collections has changed; reducing the number of staff and vehicles involved, which will support closer control of receipt books and greater ownership by staff in their use.</p> <p>3). Under our commercialism agenda, we are looking at opportunities to introduce a cashless option using card readers to support remote operations in addition to the current options for payment at the point of booking this service.</p> <p><b>Responsible Manager:</b> Environmental Senior Improvements Officer</p> <p><b>Implementation date:</b></p> <p>1). Completed July 2017. 2). October 2017. 3). On-Going.</p>
2	Medium	<p><b><u>Business Waste Charges</u></b></p> <p>Testing of a random selection of 30 business waste invoices shows discrepancies between the schedule of charges and the invoices raised.</p> <p>Most invoices were for the correct overall charge, but the split between the rental charge and the disposal charge was incorrect. For Redditch Borough Council the collection charge is variable, resulting in a slight discrepancy in what VAT should be charged.</p>	<p>Incorrect VAT accounting, which has an impact on the VAT returns to HMRC for the authority and for business clients, resulting in financial cost to the authority for amending the discrepancy, and reputational damage with customers.</p>	<p>To assess the financial and reputational impact of inaccuracies with the split of charges and the VAT.</p> <p>To make a decision to determine whether customers will be re-issued with the correct invoice charges, or whether this discrepancy is to be written off.</p>	<p><b>Management Response:</b></p> <p>1). Further checks will be implemented to review invoices and determine if this is a large scale issue or a small number of errors. This will then be used to determine the appropriate course of action to safeguard our financial position and reputation with businesses.</p> <p>2). Processes will be reviewed to determine if this is a training/knowledge issue around how invoices are raised and VAT applied, and ensure measures are implemented to prevent future errors regarding application of VAT.</p> <p><b>Responsible Manager:</b> Environmental Senior Improvements Officer</p>

# **AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

<b>Ref.</b>	<b>Priority</b>	<b>Finding</b>	<b>Risk</b>	<b>Recommendation</b>	<b>Management Response and Action Plan</b>
				To ensure the Business Support team are issued with the correct split of charges for the financial period, and that these charges are used correctly.	<b>Implementation Date:</b> 1). October-November 2017 2). October 2017
3	Medium	<p><b><u>Fees &amp; Charges</u></b></p> <p>Discounts to the Business Waste service can be applied at the discretion of the Environmental Services Supervisor, for example in instances of poor service to customers.</p> <p>There is no formal process for reviewing and signing-off the application of discounts by management personnel, to ensure these are applied correctly.</p>	Potential for lack of consistency and transparency in applying discounts to the service cost, potentially resulting in reputational damage.	Management personnel to monitor the charges to customers to ensure that variations to the standard charge rate are applied in a suitable, correct and consistent manner.	<p><b>Management Response:</b>                      Review and formalise the rationale used to make discounts to ensure consistency, and implement a review process to ensure this is being applied correctly.</p> <p><b>Responsible Manager:</b>                      Environmental Senior Improvements Officer</p> <p><b>Implementation date:</b>                      December 2017</p>
4	Medium	<p><b><u>Bulky Waste Quotes</u></b></p> <p>Bulky Waste collections are predominantly charged for on a defined unit basis.</p> <p>However some larger items which are out of the normal scope of charges will be quoted for directly with the Place teams. Quotes are typically based on time taken to deal with the collection by the operatives, and are determined by the Place team at the time of the on-site visit.</p>	Potential for lack of consistency in charging for items not defined in the charging policy, resulting in reputational damage for inconsistent charging, and financial loss should the teams quote incorrectly.	To consider implementing a more formal charging policy for quoted bulky waste collection works, perhaps using the 'unit' approach, whereby unit price changes can be agreed as part of the annual Fees & Charges review.	<p><b>Management Response:</b>                      Quotes are not definable to the extent outlined in the recommendation, as they are designed to factor in increased costs of a number of factors that impact on the time and safety of carrying out works. This can include staircases, narrow doorways, distance to carry items, work to dismantle items prior to removal, etc.</p> <p>As detailed in issue 1. There have been recent changes to how we deliver our Bulky Collection Service, which reduce the number of people involved in providing this service, and so will aid improved consistency.</p> <p>To mitigate the identified risk, we will ensure staff are aware of the core pricing system for standard bulky collections, and review the modification to these prices applied over the next two months to determine if additional measures are needed.</p> <p><b>Responsible Manager:</b>                      Environmental Senior Improvements Officer</p> <p><b>Implementation date:</b>                      October – November 2017</p>



# **AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

<b>Ref.</b>	<b>Priority</b>	<b>Finding</b>	<b>Risk</b>	<b>Recommendation</b>	<b>Management Response and Action Plan</b>
5	Medium	<p><b><u>Garden Waste Invoices – Charge Period Descriptions</u></b></p> <p>The invoices raised for garden waste charges do not identify the service charge period. This is resulted in some confusion with customers believing they would receive a continued service without requiring payment for future periods.</p>	<p>Lack of clarity regarding charges for customers resulting in reputational damage. Potential breach of Invoice legislation requiring details of the service charge period to be clearly identified.</p>	<p>To ensure all garden waste invoices clearly state the period for which the service charge relates.</p>	<p><b>Management Response:</b> We will ensure all future invoices confirm the timescales of the service provided.</p> <p><b>Responsible Manager:</b> Environmental Senior Improvements Officer</p> <p><b>Implementation date:</b> October 2017</p>
<b>Audit: Land Charges</b>					
<b>Assurance: Moderate</b>					
1	High	<p><b><u>Reconciliation of payments</u></b></p> <p>There is no overall reconciliation between searches carried out and income received.</p> <p>Payments that are received by the land charges team over the phone can be matched to the search. However some searches may be paid for by BACS and as searches are processed as they come in, no check is made for payment prior to the search being done.</p> <p>A number of payments are made directly into the bank account then coded to land charges accounts for Redditch Borough Council or Bromsgrove District Council by Finance. Finance can check against remittance invoices that payments have been received but they can only do this for large companies.</p> <p>Payments may also sit in the suspense account and then have to be identified by cashiers (who would not know what searches have been</p>	<p>Customers could be receiving a free service when a charge is legitimately due thus impacting income streams. Income that has been received never reaches the land charges account because it cannot be identified in the suspense account, and, refunds could be paid without the original amount having been accounted for potentially leading to financial loss and reputational damage if money cannot be clearly identified and accounted for.</p>	<p>To achieve transparency, maximise income and to identify and rectify any potential discrepancies introduce a regular reconciliation.</p>	<p><b>Responsible Manager:</b> Finance Manager Principal Solicitor</p> <p><b>Implementation date:</b> End of January 2018</p> <p>The principal solicitor and land charges team met with the senior accountancy officer on 3.10.17 to work out the best way to do reconciliation. The senior accountancy officer is going to look at this over the next couple of months and come back to the land charges team with how this can be done. In the meantime the land charges team will continue to record the searches in the 'day books'.</p>

## AUDIT, STANDARDS AND GOVERNANCE COMMITTEE

Ref.	Priority	Finding	Risk	Recommendation	Management Response and Action Plan
		<p>completed), but unless they are the flat fee for a full search they can be difficult to identify so may remain in the suspense account indefinitely.</p> <p>Land charges staff have no access to financial systems to check and see if a payment has been received. The only check the team can do is if it's a payment they have taken and they record it in the day book.</p>			
2	Medium	<p><b><u>Updating the local land charges register</u></b></p> <p>There is no specific timescale for the register updates. However they should be registered promptly to keep the register, and consequently reported information, up to date. With the ongoing problems with IDOX e.g. system being unavailable, system freezing and information not being saved after input, it has not been possible for updates to be registered consistently within a few days of receipt.</p> <p>An example case identified during walkthrough testing showed that it was received by the Local Land Charges team on 4.7.17 and the update was completed on 22.7.17. Backlogged correspondence awaiting input had also built up as a consequence of the system not being available and was dated between May and July 2017.</p>	<p>Potential for reputational and litigation risk if incorrect information is supplied in search results as a result of the register not holding the most up to date information.</p>	<p>Updating the register with current information to be made a priority task in the team with a clear strategy agreed to effectively deal with the backlogged correspondence.</p> <p>Performance measures to be agreed for the future in regard to register update requirements.</p>	<p><b>Responsible Manager:</b> Principal Solicitor</p> <p><b>Implementation date:</b> <b>Immediate</b> – from 22<sup>nd</sup> August 2017</p> <p>The land charges team now process notifications as soon as they are received, on a daily basis and as a priority task.</p>

**BROMSGROVE DISTRICT COUNCIL**

# **AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

Ref.	Priority	Finding	Risk	Recommendation	Management Response and Action Plan
<b>Audit: Treasury Management</b>					
<b>Assurance: Significant</b>					
1	Medium	<p><b>Treasury Management Reconciliations</b></p> <p>The quarterly Treasury Management reconciliations are not signed off by either the officer preparing them or the reviewer.</p>	<p>There is a potential risk of errors and irregularities being overlooked and no prompt action being taken to correct them. This in turn could lead to internal and external criticism over the handling of Treasury Management.</p>	<p>Ensure that reconciliations are checked, signed and dated by both the preparing officer and a reviewer.</p>	<p>Accept. Quarterly reconciliation to be signed by person preparing the reconciliation and reviewed and signed by either the Chief Accountant or Senior Accounting Technician.</p> <p><b>Responsible Manager:</b> Financial Services Manager</p> <p><b>Implementation date:</b> From Q3 reconciliation to be signed off January 2018</p>
<b>Audit: Customer Services</b>					
<b>Assurance: Moderate</b>					
1	Medium	<p><b>Minutes of Meetings</b></p> <p>Meetings with the other services e.g. Benefits, are not being formally documented to act as an action log and reference point.</p> <p>Meetings had started to be documented but with the re-structure meetings have been put on hold. They are due to pick back up again shortly and the Senior Customer Support Officer will be taking responsibility.</p>	<p>Potentially a reputational risk if information has been provided and not relayed. Potentially could cause miscommunication and a poor customer service experience leading to a damage of trust between departments and poor customer relationships</p>	<p>To ensure minutes of meetings are documented going forward.</p>	<p>Responsible Manager: <b>Senior Customer Support Officer</b></p> <p>Implementation date: Jan 2018</p> <p>SCSO to save minutes where they can be accessed by all. Regular meetings to be held monthly with Revenues, Benefits, Housing, Environmental Services. SCSO to use information to plan CSO resources effectively.</p>
2	Medium	<p><b>Training &amp; awareness</b></p> <p>During observation at Bromsgrove there was only 1 Customer Service Officer who knew what to do with a customer query for Essential Living Fund, she helped another advisor whilst a 3<sup>rd</sup> listened in so she would know for the future. The folder for this had to be fetched from the back office leaving the cashier to deal with all customers coming in.</p>	<p>This could lead to customer complaints on waiting but also there is a risk that the Customer Support Officer is put in a difficult situation being unable to deal with an enquiry potentially leading to complaints and reputational damage.</p>	<p>To ensure that all Customer Support Officers are aware of what to do with an enquiry for essential living fund. Review the process in order to have a better solution than going to a back office to fetch a folder and reiterate within team meetings the importance of being customer aware.</p>	<p><b>Responsible Manager:</b> Senior Customer Support Officer</p> <p><b>Implementation date: Jan 2018</b></p> <p>Awarding of ELF's will be completed by new role FSA within the Financial Support Team. CSOs will be required to support these officers and will need awareness training of the process. To be supported by Senior Financial Support Officer</p>

**BROMSGROVE DISTRICT COUNCIL**

# **AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

<b>Ref.</b>	<b>Priority</b>	<b>Finding</b>	<b>Risk</b>	<b>Recommendation</b>	<b>Management Response and Action Plan</b>
3	Medium	<p><b><u>Phone Message Recordings</u></b></p> <p>Planning have phone lines which have no recording and just ring out until either it gets answered or goes to voicemail.</p> <p>Revenues and Benefits both have lengthy recorded messages with a number of options.</p>	<p>Risk to causing repeat calls to other numbers such as switchboard. The customer may not know what number they are through to and potentially not have their enquiry handled potentially leading to complaint or reputational damage.</p>	<p>Review the use of recorded messages; consider short recordings for those currently without one to enable the customer to know that they are ringing the correct service.</p>	<p>Responsible Manager: <b>Assistant Customer Support Manager</b> Implementation date: Jan 2018</p> <p>Review Revs and Bens messages and liaise with Assistant Financial Support Managers to make necessary changes. Head of CAFS to meet with Head of Planning to discuss improvements of phone lines. Follow up actions to be passed through to Assistant Customer Support Manager</p>
4	Medium	<p><b><u>Complaints system</u></b></p> <p>On 29/9/17 there were 47 complaints open and 5 were from 2016. , There was little in the way of notes on the complaints to state where they are at.</p> <p>8 out of 57 closed complaints going back to April 2017 had comments in relation to what will improve/lessons learnt from. 5 of these were Environmental Services.</p> <p>There were 7 open complaints that would need to be re-assigned as the assigned member of staff is no longer available to deal with the compliant.</p>	<p>Risk that complaints aren't getting dealt with and customers are not being listened to. Issues that may not be dealt with which could lead to further complaints, involvement of ombudsmen's and external authorities leading to potential reputational damage.</p>	<p>Review of the complaints system to ensure better updates and use as a management tool to be able to improve services and identify trends.</p>	<p><b>Responsible Manager:</b> <b>Assistant Customer Support Manager</b> <b>Implementation date: March 2018</b> Review complaints system and make necessary improvements, to link with launch of Customer Service Principles. Complaints and Compliments to be included in Strategic dashboard.</p>
5	Medium	<p><b><u>Website</u></b></p> <p>Generally the website for both authorities, as they using the same layout, is confusing as technically there is more than one front page using the tabs across the top.</p> <p>After reviewing the top services there was a mix of easy/not so easy to find. The main aspects were available on</p>	<p>The effect of not giving clear information which can create repeat contact via face to face or telephony causing a strain on resources who are then unable to carry out other tasks leading to potential failure within</p>	<p>A review of the website would be the ideal however in the short term review of Council Tax and Housing Options pages should be undertaken in order to encourage self-service.</p>	<p><b>Responsible Manager:</b> Assistant Customer Support Manager <b>Implementation date: Feb 2018</b></p> <p>Review pages with the most traffic and look at improving functionality of the website to enable customers to self-serve. Priority for Revenues and Housing. Longer term to improve both websites support needed across all relevant teams and departments.</p>

**BROMSGROVE DISTRICT COUNCIL**

# **AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

<b>Ref.</b>	<b>Priority</b>	<b>Finding</b>	<b>Risk</b>	<b>Recommendation</b>	<b>Management Response and Action Plan</b>
		<p>the first screen.</p> <p>Council Tax had a number of screens and it wasn't clear about using the self-serve portal.</p> <p>There were good examples of linking into self-serve such as Environmental with clear encouragement to use the web based form.</p> <p>The benefits parts linked into the online portal at various points.</p>	services. This will lead to reputational damage		
<b>Audit: Cash Collection</b>					
<b>Assurance: Significant</b>					
1	Medium	<b><u>Refund Transactions</u></b> Currently no refund reports are being monitored or reviewed. The refund function is used by all cashiers and used for various functions such as voids/vulnerable people payments as well as actual refunds	There is a risk that unnecessary transactions are being performed and could lead to a potential loss of money or fraudulent action which could potentially lead to reputational damage	To run a monthly report checked by management to ensure that this function is being used correctly and to highlight training needs if this function is being over used.	<p>Responsible Manager: <b>Senior Customer Support Officer</b> <b>Implementation date: Jan 2018</b></p> <p>A monthly report to be run and checked by SCSO, identify if being used frequently and discuss with officers as part of their 1to1s. Address training requirements.</p>
2	Medium	<b><u>Overs and Unders</u></b> Overs and unders investigations at Bromsgrove are held in a paper folder, and some documents have been held in this folder since 2008.	Risk of loss of money but there is also an inconsistent approach in what is now a shared service this could lead to errors causing financial loss.	<p>Have a consistent approach across both authorities and demonstrate clearly when there has been an investigation into the variances.</p> <p>Create a computer file which can then be accessed by appropriate officers across all sites.</p> <p>Only retain necessary documentation for financial aspects keep 6 years.</p>	<p><b>Responsible Manager:</b> Senior Customer Support Officer <b>Implementation date: Jan 2018</b></p> <p>Align processes across Bromsgrove and Redditch to ensure recording overs and unders in the same way. SCSO to review weekly and discuss with officers as part of their 1to1s. Address training requirements.</p>

## **AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

<b>Ref.</b>	<b>Priority</b>	<b>Finding</b>	<b>Risk</b>	<b>Recommendation</b>	<b>Management Response and Action Plan</b>
3	Medium	<p><b><u>Scanned Giro Slips</u></b></p> <p>Giro slips being scanned in for Bromsgrove are not clear as the copies are being scanned in and not the originals.</p> <p>The folder containing the scanned documents is a long line of documents without a structure.</p>	<p>Risk of poor audit and investigative trail which could lead to lack of evidence if wanting to prove items had been banked potentially leading to loss of monies.</p>	<p>To scan the original giro slip before being bagged and to have a better managed file for storage of scanned documents e.g. monthly folders</p>	<p><b>Responsible Manager:</b> Senior Customer Support Officer <b>Implementation date: Jan 2018</b></p> <p>Review process and ensure original is scanned. No paper copies are retained. Review electronic storage to ensure it is consistent across Bromsgrove and Redditch</p>
<b>Audit: Individual Electoral Registration</b>					
<b>Assurance: Significant</b>					
1	Medium	<p><b><u>Data Protection</u></b></p> <p>A list of people who had viewed the register at Parkside was found in a poly pocket within the hard copy full register itself, therefore available to members of the public. The information recorded included names, addresses and signatures of people who had previously viewed the register.</p>	<p>Financial risk and reputational risk.</p> <p>Possible breach of the Data Protection Act 1998 resulting in a financial penalty and adverse publicity.</p>	<p>Determine whether this information needs to be recorded. If there is a legitimate business need to record and retain this information store it securely, otherwise dispose of it in confidential waste.</p>	<p><b>Responsible Manager:</b> Electoral Services Manager</p> <p>It has been decided that there is no need to keep this data, so a list will no longer be kept.</p> <p><b>Implementation date:</b> Completed.</p>
<b>end</b>					

## **AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

---

### **APPENDIX 4**

#### **Follow Up**

##### **Planned Follow Ups:**

In order to continue to monitor progress of implementation, 'follow up' in respect of audit reports is logged. The table provides an indication of the action taken against those audits and whether further follow up is planned. Commentary is provided on those audits that have already been followed up and audits in the process of being followed up.

For some audits undertaken each year follow-ups may not be necessary as these may be undertaken as part of the full audit. Other audits may not be time critical therefore will be prioritised as part of the overall work load so to minimise resource impact on the service area.

Follow up in connection with the core financials is undertaken as part of the routine audits that are performed during quarters 3 and 4.

##### **Follow Up Assurance:**

In summary:

- 2014/15 report; one remains, expecting to be completed by end of 2017. Follow up being scheduled;
- 2015/16 reports; active research is taking place to satisfy one area with the rest being scheduled for follow up in February/ March 2018;
- 2016/17 reports; two areas have been followed up as part of another piece of work. Other areas are scheduled for follow up in February / March 2018;
- 2017/18 reports; scheduled for follow up in the coming months.

BROMSGROVE DISTRICT COUNCIL

## AUDIT, STANDARDS AND GOVERNANCE COMMITTEE

<u>Audit</u>	<u>Date Final Audit Report Issued</u>	<u>Service Area</u>	<u>Assurance</u>	<u>Number of High, Medium and Low priority Recommendations</u>	<u>Date to be 1st Followed up or outcome</u>	<u>2<sup>nd</sup> Follow Up</u>	<u>3<sup>rd</sup> Follow Up</u>
					High and Medium Priorities 6mths after final report issued as long as implementation date has passed	High and Medium Priorities still outstanding 3mths after previous follow up as long as implementation date has passed	
<b>2014-15 Audits</b>							
Equality and Diversity	28 <sup>th</sup> August 2014	Corporate Senior Management Team	Moderate	1 'high' and 2 'medium' priority recommendations made in relation to training, policy and terms of reference.	Followed up March 15- Policy Manager have confirmed that all recommendations are currently outstanding and not fully implemented but are in progress. Given the impending completion date it would not be appropriate to follow the recommendations up until July 2015.	Follow up in November 2015 found that 1 'medium' priority recommendation in relation to policy has been implemented and the 1 'high' priority recommendation and the other 'medium' priority recommendation in relation to training and terms of reference are in progress. Workshops are to be introduced first half of 2016.	<p>A follow up in September 16 found there was one recommendation outstanding relating to the Equality and Diversity training. All the others have been satisfied. A further follow up will take place in 3 months time.</p> <hr/> <p>Follow Up 14 February 2017: Discussion with E&amp;D Manager - induction progress is still in progress. Quotes from contractors for in house training are currently being received. Follow up to take place in June when more progress made.</p> <hr/> <p>Follow Up 19th June 2017: Policy Manager confirmed although progress has been made towards implementing training for new starters and existing staff nothing has yet been implemented. Need to go</p>



**BROMSGROVE DISTRICT COUNCIL**

**AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

							to tender to procure training provider. Aiming for completion of this process and E&D training within 2017.
<b>2015-16 Audits</b>							
CCTV	31th March 2016	Head of Community Services	Critical review	Challenge points and good practice in relation to Training and the CCTV system.	Follow up in September 2016 found two of the challenges have been actioned but there is more progress to be made relating to access rights to CCTV and a new anti-social behaviour policy. A further follow up will take place in April 2017	Follow up undertaken in April 2017.  Audit had a discussion with both responsible managers on 10.05.17, both positions same as previous follow up. Restructure is still to take place and the Anti-social behaviour policy still to be finalised. Agreed to go back in 6 months.  Further follow up date November 17	The Head of Service has been researching how access rights can be improved due to the nature of the system. A solution has been proposed and is awaiting confirmation that this can be implemented.
Consultancy and Agency	13th June 2016	Corporate and Senior Management Team	Limited	2 'high' and 3 'medium' priority recommendations in relation to Matrix, Procurement procedures, Post transformation reviews, professional indemnity Insurance and accuracy of invoices received.	A follow up took place in December 2016 which found that 4 recommendations are still in progress relating to the use of Matrix, the procurement procedures, outcomes set for the use of agency staff and processing invoices. One recommendation is still to be actioned reliant on the outcome of a recommendation. A further follow up will take place in 6 months time.	Follow up undertaken in May 2017.  Audit had a discussion with the Director of Finance and Resources on 10.05.17, the review of Matrix is still in progress. As several recommendations rely on the matrix review being completed no official follow up will take place until this date.  Further follow up date November 2017	Audit met with Director of Finance and Resource on 4/1/18. The Matrix contract has been extended for 12 months therefore follow up will be scheduled for February/ March 2018.

**BROMSGROVE DISTRICT COUNCIL**

**AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

2016-17 Audits							
Customer Services	28th September 2016	Customer Services	Significant	2 medium priority recommendations were made in relation to training records and health and safety training and the formally documenting the minutes of meetings	A follow up was undertaken in February and found that 1 recommendation relating to training has been implemented and 1 recommendation relating to documenting meetings is in progress. A further follow up will take place in 6 months time.	Included as part of the 2017/18 audit. Results of which are reported at Appendix 3. No further follow up required.	
Human Resources Training and Development	30th December 2016	Human Resources Manager	Moderate	Business Transformation This audit report made 1 high priority recommendation relating to employee mandatory and refresher training, and 3 medium priority recommendations relating to purpose of training, employee induction and identifying training needs. A follow up will take place in 4 months time.	A follow up took place in March 17 and found 2 recommendations are in progress relating to meeting training needs and mandatory / refresher training. 2 recommendations are still to be actioned dependent on the implementation of HR21.	Being scheduled for follow up during February /March 2018.	
Dash Board & Performance Measures	3rd May 2017	Business Transformation	Limited	An audit took place in May 2017 and made 3 high and 1 medium priority recommendations relating to resilience, timeliness of reporting, integrity of information and information held.	Being scheduled for follow up during February /March 2018.		

**BROMSGROVE DISTRICT COUNCIL**

**AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

Worcester Regulatory Services	26th May 2017	WRS	Moderate	This audit made 1 high priority recommendation and 2 medium priority recommendations relating to payment for licences granted, cheque payment and application forms. A follow up will take place in 3 months time.	1st follow up took place on 30/8/17 no recommendations have been implemented but work towards had been progressed and there is research looking at moving into electronic application which all districts will have to agree to. A further follow up will take place in 6 months	Feb 18	
Risk Management	24th May 2017	Executive Director	Limited	This audit made 5 medium priority recommendations relating to corporate risk management strategy, risk management group, risk register updates, portfolio holder monitoring and training. A follow up will take place in 3 months time.	This area will be fully reviewed in 2018/19 as Management are currently organising training to embed and enforce the newly approved Risk Management Strategy.		
<b>2017-18 Audits</b>							
Building Control	10th August 17	Planning & Regeneration	Significant	The report made one medium recommendation relating to the production of a financial statement regarding Building Control. This is to be produced at the end of the financial year.	May 2018		
Customer Service	14th November 2017	Customer services	Moderate	The report made five medium recommendations relating to minutes of meetings, phone recordings, training and awareness, complaints system and website	May-18		

**BROMSGROVE DISTRICT COUNCIL**

**AUDIT, STANDARDS AND GOVERNANCE COMMITTEE**

Cash Collection	14th November 2017	Customer Services	Significant	the report was made up of 4 recommendations; 3 medium and 1 low relating to refund checks, over and under investigations, scanned in giro slips and countersignatures.	May-18		
DFGs	28th September 2017	Community Services	Moderate	The report found 1 high priority and 2 medium priority recommendations in relation to Records retention and security, Registration of Land Charges and Private Sector Home Repairs Assistance policy.	Jan-18		
Land Charges	19th October 2017	Legal Services	Moderate	The report found 1 high and 1 medium priority recommendation in relation to Reconciliation of payments and updating the local land charges register.	Jan-18		
Treasury Management	22nd September 2017	Financial Services Manager	Significant	The report found 1 medium priority recommendation in relation to reconciliations	Will be followed up as part of the 2018/19 audit		
Environmental Waste	27th November 2017	Environmental Services	Moderate	The report found 1 high and 4 medium priority recommendations in relation to Bulky Waste Receipt Books, Business Waste Charges, Fees and Charges, Bulky Waste quotes and Garden Waste Invoices.	Mar-18		

end