

AUDIT PANEL		
Report Title	Internal Audit Update Report	
Key Decision	No	Item No. 6
Ward	ALL	
Contributors	Head of Corporate Resources	
Class	Part 1	Date: 20 March 2018

## 1. Purpose of the report

- 1.1. This report presents members of the Audit Panel with:
- Progress against the internal audit plans
  - Annual audit plans for 2018/19; and
  - Progress of implementation of internal audit recommendations;

## 2. Recommendations

- 2.1. It is recommended that the Audit Panel note this report and approve the Audit Plans for 2018/19.

## 3. Executive Summary

### 3.1. Progress against the corporate audit plan

There were 13 audits finalised since the last meeting. The plan is expected to have all audits by draft by the end of April and finals issued by May.

There were 11 audits deferred or cancelled. Six were deferred to 18/19, four will be considered when meeting the CYP Heads of Service and one was cancelled. There were no additional pieces of work.

### 3.2. Limited, No Assurance, and Consultancy reports.

There was one consultancy report issued since the last meeting.

### 3.3. High or Medium recommendations not agreed by management

Two recommendations that were not agreed by management were referred to the Internal Control Board (ICB) in January. They delegated the decision to the relevant Executive Director (ED) to assess the risk / cost.

A further Medium recommendation was not agreed. This is due to go to ICB in April.

### 3.4. Follow up reviews

Five follow up reports were issued since the last meeting. It showed that 83% of recommendations were either implemented or in progress.

3.5. Management progress against recommendations made

3.6. Of the 159 open recommendations, 54 (34%) were recorded as overdue. In addition, 30% of open recommendations are currently taking 12 months or more to implement.

3.7. Types of controls for recommendations made

Based on the 13 reports issued since the last meeting, it appears that the majority of recommendations were made within the areas of Governance , Compliance (Statutory / Legal) and Procedures.

3.8. Schools - audit plan, progress on recommendations and follow-up reviews

The schools plan is underway, with 82% of the plan to at least the start of fieldwork stage. There were four school reports finalised since the last meeting. Although the some schools had be rescheduled due to available internal audit resources, they will all be audited by the end of March 2018.

There were no follow-up reviews issued since the last meeting.

Of the 99 open recommendations, 60 (61% were overdue). This is the same level as reported at the last meeting.

3.9. Annual Audit Plan for 18-19

The audit plan for 2018-19 has approximately 1,000 days. This includes contingency. It covers, schools', IT, General, Contract /Project, Finance, follow up and advisory work.

3.10. Oracle cloud

The Oracle Cloud migration and integration for finance, HR and payroll functions is behind schedule. Without data in the system and documented 'to be' business processes for operating the system, internal audit have not yet been able to review or test the wider control environment for Oracle Cloud.

3.11. Any other business

Staff turnover with both in-house and contractor and the need to support the Oracle programme have resulted in some delay to the progress of the plan.

A new audit management and action tracking system is being implemented.

**4. Background**

4.1. Internal Audit is a statutory service. Its main priority is to provide management and members with independent and objective assurance on the control environment within the Council.

4.2. The internal audit service consists of an in-house team that is supported by external service providers.

4.3. This details in this report for the 2017/18 work are as at the 28 February 2018.

**5. Progress against the corporate internal audit plan**

5.1. The status of the plan compared against last year shows that the number of final and drafts reports issued is the same as last year.

- 5.2. There were a higher number of reports in the plan last year at this stage of the year. However, this number did not include those audits cancelled / deferred at the end of the year.
- 5.3. Internal audit took the decision to cancel / defer audits at this stage in the year, rather than after March. See section 5.6 for further details.

Original Plan	Extra Audits	Dropped Audits	Current Plan	Not Yet Started / Pre ToR	ToR / Field work stage	Reports at Draft	Final Reports
65	8	(17)	56	12	11	8	25

5.4. Of the 12 at the Not Yet Started / Pre ToR stage:

- Four have had pre-audit meetings
- Four are IT audits, with two relating to the new Oracle. Work has been completed (advisory) by the in-house team, but the technical side is reliant on the implementation of the system.
- The remaining four are in the process of contacting the departments.

5.5. There were 13 audits finalised since the last meeting. The detailed status plan can be found in appendix 1, and the executive summary for the Consultancy reports can be found in appendix 2.

Audit (Corporate)	Date of Final	Audit Opinion	Follow up due	Recs. Made		
				H	M	L
Freedom of Information and DPA	09/02/18	Satisfactory	n/a	-	7	4
Main Accounting 17-18	06/02/18	Satisfactory	n/a	1	3	2
Pensions for LGPS and TPS 17-18	15/01/18	Satisfactory	n/a	-	10	1
Capital Expenditure 17-18	10/01/18	Satisfactory	n/a	-	3	1
Treasury Management 17-18	06/12/17	Substantial	n/a	-	2	-
Payroll 17-18	06/02/17	Substantial	n/a	-	2	3
Budget Monitoring 17-18	05/12/17	Satisfactory	n/a	-	5	1
Youth Offending	06/02/18	Consultancy	n/a	-	9	-
Housing Benefit and CTRS 17-18	28/02/18	Substantial	n/a	-	1	1
Client Contribution for Care Provision 17-18	20/02/18	Substantial	n/a	-	2	-
Garden Waste Service	05/01/18	Satisfactory	n/a	1	7	5
Homelessness	27/11/17	Satisfactory	n/a	-	6	2
Parking Contract	27/11/17	Satisfactory	n/a	1	4	3

## 5.6. Cancelled / Deferred

Internal audit made the decision to cancel or defer audits now, rather than at the end of the financial year. There are several reasons for this.

- To stop cancelling audits at year-end so they can be considered in the next year's plan.
- To ensure that the newly recruited in-house team and contractor are starting a fresh year without trying to catch up.
- To replace the auditor who worked with CYP and establish the relationship and understanding to support the work plan for agreed audits.

## 5.7. Those audits that are deferred to the 18/19 audit plan are:

- Advice and support of HR / Recruitment process (R&R)
- SEN Process (CYP)
- Rogue Landlords (CUS)
- Disability Facilities Grant (CUS)
- Homecare Service (COM)
- Hand over from Hospital Discharge Neighbourhood team (COM).

## 5.8. Those audits that will be taken into consideration later in 18/19 when working with CYP, include:

- Children Looked After and Achieving Permanence (Adoption and Care Leavers experiences)
- Children who need help and protection
- Section 47 Referrals and Data Quality
- Early Years 30hrs +

One audit cancelled and not being deferred to 18/19 is: Decant processes.

## 5.9. Additional

There was no identified additional assurance or consultancy work required.

## **6. Limited, No Assurance, and Consultancy Corporate reports**

6.1. There was one consultancy review issued. No Limited reports or No assurance reports were issued since the last meeting. The executive summaries for these reports can be found in appendix 2.

**7. High or Medium recommendations not agreed by management**

- 7.1. Where management do not agree high or medium recommendation, the recommendation goes before the next Internal Control Board (ICB) for the final decision.
- 7.2. ICB decide if they accept the risk of not implementing or agree that it should be implemented. Where they agree it should be implemented, the recommendations are monitored in the normal way. Where ICB do not agree to implement the recommendation, they are then reported at the next Audit Panel meeting.
- 7.3. There are currently two recommendations not agreed by management that were referred to the Internal Control Board. They delegated the decision to the relevant Executive Director (ED) to assess the risk / cost. This continues to be chased. The ED decision, when confirmed, will be reflected in the monitoring of recommendations in the usual way.

**8. Follow-up reviews**

- 8.1. Internal audit follow-up only those reports with a Limited or No Assurance opinion, or Consultancy review. This is done six months after the final report.
- 8.2. However, internal audit reserve the right to follow-up on any audit or any individual recommendation if required.
- 8.3. The table below lists the follow-ups conducted since the last meeting, showing the number of implemented, in progress and not implemented. It should be noted that some of these follow-ups were overdue, as the service transitions to from the old follow-up process.

Audit	Date of follow up	Implemented	In Progress	Not Implemented
Banking 16-17	06/02/18	4	3	2
Accounts Receivable 16-17	17/01/18	2	5	-
Compliance with the Code of Connection (CoCo) and Public Sector Network (PSN).	17/01/18	1	1	1
ICT Governance Arrangements with Brent	10/01/18	7	-	-
Schools' Catering Contract	09/02/18	-	7	3
<b>Total</b>		14 39%	16 44%	6 17%

8.4. The table shows that 17% of recommendations were not implemented in full, or not started at the time the follow-up review was conducted. However, 83% were either in progress or implemented. This is an improvement on the last period.

**9. Management progress against recommendations made**

Overdue, Re-occurring and reopened recommendations

9.1. The table below shows the last rolling year results for overdue, reopened, and reoccurring recommendations. It also shows the percentage of overdue recommendations to open ones as at the 28/02/18.

9.2. To accompany the table, appendix 3 lists the individual audits with recommendations that are either:

- Overdue (due date has passed)
- Re-occurring core financial recommendations, or
- Recommendations were re-opened at the time of the follow-up.

Month of meeting	Current no. of open recs	No. of overdue recs	No. of recs that have been re-opened	No of re-occurring core financial rec	Percentage of overdue recs to open
Mar 18	159	54	23	15	34%
Dec 17	108	25	12	12	23%
Sep 17	162	54	18	22	33%
May 17	146	22	2	28	15%
Mar 17	123	26	8	9	21%

9.3. Compared to the last period this shows an increase on the number and proportion of overdue recommendations. This could be down to management not updating or updating but delaying the due date. It is also impacted by the higher number of reopened recommendations when, upon checking, there is not the evidence to confirm the actions actually been done.

Aged analysis report

9.4. This age analysis for recommendations is worked out by using the current due date for each open recommendation against the date of the final report.

Month of Meeting	No. of recs under 3 mths	No of recs 3 under 6 mths	No of recs from 6+ to 9 mths	No. of rec 9+ to 12 mths	No of recs 12+ to 18 mths	No of recs over 18+ mths	% of recs over 12 m
Mar 18	59	26	11	16	30	17	30%
Dec 17	14	29	25	15	8	17	23%
Sep 17	48	32	41	10	24	7	19%
Jun 17	62	26	30	11	7	10	12%
Mar 17	30	27	12	31	19	6	20%

- 9.5. The table above shows that 30% of open recommendations have been open for over one year and remain to be completed. This is an increase from the 23% reported at the last meeting, and continues the trend for management taking longer to action agreed recommendations.
- 9.6. While it should be noted that they might be some recommendations that are legitimately due in over one year, such as those dependent on procurement and implementation of a new system, the trend is negative.
- 9.7. Those recommendations over 12 months or more are flagged by internal audit for discussion at the monthly DMT meetings.

## 10. Types of controls for recommendations made

- 10.1. It was agreed that audits conducted from 2017/18 will record the types of controls they relate to for High or Medium recommendations made. The table below are from the reports issued since the last meeting.
- 10.2. Please note, the categorising of recommendation to control type can be subjective. Some recommendations may also cover more than one control issue. In addition, the same recommendation can be made in more than one audit (i.e. procedures), but will only show once in the table.

Control Type	Recommendation
Governance	<ul style="list-style-type: none"> <li>• Hosting agreement to define BCP arrangements</li> <li>• Measureable targets / KPIs should be developed and reported on</li> <li>• Meetings to be held regularly and minuted</li> <li>• Annual charges to be formally approved</li> <li>• Performance reports used to identify and prioritise cases to be reviewed</li> <li>• Disputes to be resolved promptly and minuted</li> </ul>

Control Type	Recommendation
	<ul style="list-style-type: none"> <li>• Produce business plan, including risk register and training for members</li> <li>• Retain signed and date copies of documentation of fees arranged</li> </ul>
Compliance / Legal / Statutory	<ul style="list-style-type: none"> <li>• As per ICO – <ul style="list-style-type: none"> <li>○ Review complaints in a timely manner</li> <li>○ FOI and SAR handed in a timely manner</li> <li>○ Exemptions to SAR should be communicated in a timely manner</li> </ul> </li> <li>• Acknowledge FOI requests as per council policy</li> <li>• As per handbook highlight reports are prepared every two months</li> <li>• Clarification if the council is now compliant with PCI requirements.</li> <li>• Statutory notices of membership should be sent in a timely manner</li> </ul>
Procedure	<ul style="list-style-type: none"> <li>• Obtain authorisation from members for transfers</li> <li>• Check that required evidence is reviewed</li> <li>• Procedures should be updated and is adequate</li> <li>• Sufficient notes should be completed</li> <li>• Checks to see if all evidence is retained and recorded</li> <li>• Training should be provided</li> <li>• Update timetable</li> <li>• Put processes in place to ensure details are completed.</li> </ul>
IT	<ul style="list-style-type: none"> <li>• Password parameter settings should set / reviewed</li> <li>• Interfaces to and from AIMs should be documented.</li> </ul>
DPA	<ul style="list-style-type: none"> <li>• Monitor mandatory DPA training across the council</li> <li>• User access is provided only on a need to know basis and reviewed at least annually</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Exemptions applied to FOI should be process in a timely manner</li> <li>• Review expenditure budget ensuring it takes into account the LLW</li> <li>• Transfers between authorities should be done in a timely manner</li> </ul>
Policy	<ul style="list-style-type: none"> <li>• Policy should be regularly reviewed and fit for purpose.</li> <li>• Strategy should be updated</li> </ul>



Control Type	Recommendation
Authorisation	<ul style="list-style-type: none"> <li>• Authorisations should be sought from members prior to transfers</li> </ul>
Reconciliation	<ul style="list-style-type: none"> <li>• Reconciliations to be done in a timely manner</li> <li>• Reconciliations to reviewed by second officer</li> <li>• Reconciliations to be prepared and checked in a timely manner</li> <li>• Variances should be investigated promptly</li> <li>• Reconciliations should be signed and dated by reconciler and reviewer.</li> </ul>
Separation of Duties	<ul style="list-style-type: none"> <li>• PayPal reconciliations should be introduced, ensuring a separation of duties</li> </ul>

## 11. Progress against schools' internal audit plan

11.1. The table below represents the status of the schools' audit plan for 2017/18. All the school visits are booked up and will be completed by year-end by the in-house team and Royal Borough of Greenwich. The status of the schools' plan or 2017/18 can be found in appendix 4.

Original Plan	Extra Audits	Dropped Audits	Current Plan	Not Started	Field-Work stage	Draft Reports	Final Report
27	-	-	27	5	4	7	11

11.2. There were four school audits finalised since the last meeting.

Audits (Schools)	Date of Final	Audit Opinion	Recs. Made		
			H	M	L
Brent Knoll Special School	25/01/18	Satisfactory	-	10	15
Holy Trinity	06/12/17	Satisfactory	-	11	9
Eliot Bank Primary	20/12/17	Substantial	-	2	-
Gordonbrock Primary	07/02/18	Substantial	-	1	1

### School Recommendations

11.3. The table below shows the status of open High and Medium school recommendations as at the 28/02/18. The percentage of overdue to open recommendations is 61%, which is the same as the last meeting.

11.4. The status of the individual schools were they are overdue can be found in appendix 5.

Month of meeting	Current no. of open recs	No. of overdue recs	Percentage of overdue recs to open
Mar 18	99	60	61%
Dec 17	143	87	61%
Sep 17	153	70	46%
May 17	141	82	58%
Mar 17	107	41	38%

### School follow up reviews

11.5. There were no school follow up reviews issued since the last report.

## **12. Audit Plan for 2018-19**

- 12.1. The audit plans (both corporate and schools') for next year is in Appendix 6. This plan was prepared based on risk registers (corporate and directorate), meetings with Directors and Heads of Service, service plans, auditor knowledge and information about emerging risks from various external sources.
- 12.2. The plans contains approximately 1,000 days / 95 pieces of internal audit work, including about 100 days of contingency. The work includes follow up reviews, schools audits, IT audits, contract / project type audits, general & core financial audits and advisory work.
- 12.3. Any changes to the plan will be reported to the audit panel in the usual way.
- 12.4. Regular meetings / contact with the main Heads of Services in CYP and COM with specifically allocated Principal Auditors are planned. This will ensure that both sides can work together to ensure the audit plan, emerging risks and advice is consistent and in line with current risks and issues.
- 12.5. The audit panel are required to approve the plan.

## **13. Oracle Cloud**

- 13.1. The project to move the Council's financial system from Oracle R12 to their new cloud version and integrate HR and Payroll functions on Oracle (from a separate, ResourceLink system) is underway but behind plan.
- 13.2. The project is running behind schedule, in particular due to delays in data migration and testing. This has caused the finance switch over date to be put back to May, from April. The Payroll switch over date is still to be confirmed subject to parallel running over the summer of 2018. It has also increased the risk of errors or teething troubles as the lack of data in the system limited the amount of service user testing able to be done. All delays come at a cost, financial and extra work for staff time, consultants, and legacy system/dual running.

13.3. With the project behind schedule internal audit has not been able to complete their planned work to support the implementation. Internal audit commented on the system controls at the early stages of the project. However, without data in the system and documented 'to be' business processes for those operating the system, internal audit have not yet been able to review or test the wide control environment for Oracle Cloud – finance, HR or payroll. This work, along with balance transfers, will now be for 2018/19.

#### **14. Any other business**

14.1. Resources have been an issue for both the in-house team and the Contractor in the half of the year due to higher than expected staff turnover.

14.2. The in-house team had two Principal Auditor vacancies (out of three posts), which are now filled. One started in January and the other in February.

14.3. The London Borough of Croydon Framework (Mazars) was up for tender in 2017. This affected in the recruitment of staff due to the uncertainty of the outcome of the tender. Mazars were awarded the contract again in November.

14.4. These delays caused a delay in starting the core financial audits in quarter three. However, since January, the plan has caught up, and is the same stage as last year. A verbal update on the plan can be presented to the audit panel if required at the meeting.

14.5. The new Audit Management Software system, with action tracking is being installed for use from 2018. User testing is underway.

#### **15. Legal implications**

15.1. There are no legal implications arising directly from this report.

#### **16. Financial implications**

16.1. There are no financial implications arising directly from this report.

#### **17. Equalities implications**

17.1. No direct equalities implications have been identified, in terms of adverse impact, with respect to the Council's obligations under the Equality Act 2010

#### **18. Crime and disorder implications**

18.1. There are no crime and disorder implications arising directly from this report

#### **19. Environmental implications**

19.1. There are no specific environmental implications arising directly from this report

#### **20. Background papers.**

20.1. There are no background papers.

If there are any queries on this report, please contact:

David Austin, Head of Corporate Resources, on 020 8314 9114, or email him at: [david.austin@lewisham.gov.uk](mailto:david.austin@lewisham.gov.uk)

Appendix 2 – Corporate No Assurance, Limited and Consultancy Executive Summaries

KEY - CF = Core Financial      IT - Information Technology      CT = Contract      GEN = General Corporate Audits

Type	Name of Corporate Audit	ToR	F/W Started	F/W Ended	Exit Meeting Held	Draft report	Final Report	Assurance Level	H	M	L
CF	Payroll 17-18 (Core Financial Audit)						06/02/18	Substantial	-	2	3
CF	Pensions for LGPS and TPS 17-18 (Core Financial Audit)						15/01/18	Satisfactory	-	10	1
CF	Treasury Management 17-18 (Core Financial Audit)						06/12/17	Substantial	-	2	-
CF	Budget Monitoring 17-18 (Core Financial Audit)						05/12/17	Satisfactory	-	5	1
CF	Capital Expenditure 17-18 (Core Financial Audit)						10/01/18	Satisfactory	-	3	1
CF	Main Accounting 17-18 (Core Financial Audit)						06/02/18	Satisfactory	1	3	2
CF	Housing Benefit 17-18 (Core Financial Audit)						28/02/18	Substantial	-	1	1
CF	Client Contribution for Care Provision 17-18 (Core Financial Audit)						20/02/18	Substantial	-	2	-
CF	Payments to Adult Care Providers 17-18 (Core Financial Audit)										
CF	Non-Current Assets 17-18 (Core Financial Audit)										

Appendix 2 – Corporate No Assurance, Limited and Consultancy Executive Summaries

Type	Name of Corporate Audit	ToR	F/W Started	F/W Ended	Exit Meeting Held	Draft report	Final Report	Assurance Level	H	M	L
CF	Payments to Care Provider and Foster Carers for Looked After Children 17-18 (Core Financial Audit)										
CF	Direct Payments 17-18 (Core Financial Audit)										
CF	Council Tax 17-18 (Core Financial Audit)										
CF	Banking 17-18 (Core Financial Audit)										
CF	Business Rates 17-18 (Core Financial Audit)										
CF	Accounts Payable 17-18 (Core Financial Audit)										
CF	Accounts Receivable 17-18 (Core Financial Audit)										

Type	Name of Corporate Audit	ToR	F/W Started	F/W Ended	Exit Meeting Held	Draft report	Final Report	Assurance Level	H	M	L
IT	Aims upgrade						19/01/18	Satisfactory	2	2	1
IT	Controcc System										
IT	IT Helpdesk - Monitoring and escalation										

Appendix 2 – Corporate No Assurance, Limited and Consultancy Executive Summaries

Type	Name of Corporate Audit	ToR	F/W Started	F/W Ended	Exit Meeting Held	Draft report	Final Report	Assurance Level	H	M	L
IT	Ash (Debt recovery) Feeder System										
IT	Tribal System										
IT	New HR / Payroll IT systems										
IT	Oracle - Financial Replacement System										

Type	Name of Corporate Audit	ToR	F/W Started	F/W Ended	Exit Meeting Held	Draft report	Final Report	Assurance Level	H	M	L
CT	Pre contract and Tendering						24/11/17	Limited	4	5	-
CT	Monitoring of Child Care Providers						17/10/17	Limited	2	5	-
CT	Facilities Management (FM?) - Contract management						10/10/17	Satisfactory	-	8	3
CT	Libraries						29/09/17	Satisfactory	1	3	1
CT	Monitoring of Lewisham Homes Management Agreement						24/11/17	Satisfactory	-	4	1
CT	Parking Contract						27/11/17	Satisfactory	1	4	3
CT	Catford Regeneration Partnership Ltd (CRPL)										

Appendix 2 – Corporate No Assurance, Limited and Consultancy Executive Summaries

Type	Name of Corporate Audit	ToR	F/W Started	F/W Ended	Exit Meeting Held	Draft report	Final Report	Assurance Level	H	M	L
CT	Reed Agency										
CT	Health Visitor Contract										
CT	Procurement Arrangements										

Type	Name of Corporate Audit	ToR	F/W Started	F/W Ended	Exit Meeting Held	Draft report	Final Report	Assurance Level	H	M	L
GN	IR35 - off payroll engagements						09/11/17	Satisfactory	-	2	-
GN	New MASH Arrangements (CYP)						28/09/17	Consultancy	1	7	3
GN	Blue Badges, Freedom Passes, Discretionary Passes and Taxi cards						26/10/17	Substantial	-	1	1
GN	Adult Social Care Peer review action plan						26/09/17	Substantial	-	2	4
GN	Key Performance Indicators (KPIs) and Departmental Service Plans.						21/07/17	Consultancy	-	8	1
GN	Apprenticeships, Graduates and other Professional Training Schemes						18/07/17	Substantial	-	2	1
GN	Homelessness						27/11/18	Satisfactory	-	6	2
GN	Youth offending						06/02/18	Consultancy	-	9	-



Appendix 2 – Corporate No Assurance, Limited and Consultancy Executive Summaries

Type	Name of Corporate Audit	ToR	F/W Started	F/W Ended	Exit Meeting Held	Draft report	Final Report	Assurance Level	H	M	L
GN	Garden waste service						05/01/18	Satisfactory	1	7	5
GN	FOI / DPA						09/02/18	Satisfactory	-	7	4
GN	General Data Protection Regulation Preparation										
GN	Initial Contact, Information, and Advice & Assessments –Adults										
GN	Procurement Cards										
GN	Risk Framework										
GN	Door2Door										
GN	Governors Support										
GN	Adoption Process										
GN	VAT Audit										
GN	Grants (Large)										
GN	Grants (Small)										



Overall Internal Audit Assurance Opinion	Not Applicable (Consultancy Review)	Risk Areas			H	M	L
<p><b><u>Introduction and Terms of Reference (ToR)</u></b></p> <p>The background for this consultancy work is included in the ToR at the end of this report. The findings in this report are by exception. This means only those areas where further management action is required to improve internal control are mentioned. This consultancy work is a follow up of the recommendations already identified in the HMIP report. Management are aware of the recommendations and are being addressed in the HMIP Improvement Plan. The criteria for ratings in this report have not considered the ratings applied in the HMIP report.</p>		1	Service Improvement	-	9	-	
			Total	-	9	-	
<p><b><u>Key findings</u></b></p> <ul style="list-style-type: none"> <li>For one of the sample of 10 cases examined, there was no plan on the Integrated Youth Support System (IYSS) for the child/young person;</li> <li>One case had a stated target was not a measurable target;</li> <li>Four out of ten self-assessments examined had not been completed by the youth offenders. In addition, there were three instances where the plans had not been signed by the youth officers and nine instances where the plans had not been signed by the youth offenders;</li> <li>In one case examined, the underlying behaviour and reasons for offending had not been documented;</li> <li>Screening of a child or young person's speech and therapy needs is not currently been performed;</li> <li>For six of the sample of 10 cases examined, there was a lack of evidence that plans were adequately reviewed;</li> <li>In two applicable instances, return home interviews had been carried out however the results were not retained on file within the Council;</li> </ul>		<ul style="list-style-type: none"> <li>In two cases examined, the parent/carer actions were not documented in the child or young person's plan; and</li> <li>The process for applying mentoring has not been embedded in the planning process.</li> </ul> <p><b><u>Monitoring of recommendations</u></b></p> <p>Officers are required to provide progress updates on High or Medium recommendations on the dedicated recommendation site.</p> <p><b><u>Follow up reviews</u></b></p> <p>A follow up review will take place in six months.</p> <p><b><u>Changes to the scope</u></b></p> <p>This consultancy work was conducted in line with the agreed Terms of Reference.</p> <p><b><u>Areas that worked well</u></b></p> <ul style="list-style-type: none"> <li>Plans reflected the Youth Offending Services' (YOS) assessment of the child or young person's needs; and</li> <li>Interventions undergo periodic and comprehensive quality assurance through the use of case auditing.</li> </ul>					

Appendix 3 - Status of corporate recommendations.

Name of Audit (Corporate)	Opinion	Final Report Date	Recs Overdue	Re-opened at F/up	Re-occurring (core only)
Accounts Payable 2016-17	Limited	16/03/2017	2	4	3
Accounts Receivable 16-17	Limited	18/05/2017	1		1
Adult Social Care System - Back up and BCP	Limited	04/04/2016	1	2	
Appointeeship and Deputyship 2015-16	Satisfactory	07/06/2016	1	1	
Banking 16-17	Limited	18/05/2017		4	
Budget Monitoring and Setting 2016-17	Substantial	03/03/2017	1		1
Budget Monitoring and Setting 2017-18	Satisfactory	05/12/2017	4		4
Capital Expenditure 17-18	Satisfactory	10/01/2018	1		1
Client Contributions to Care Provision 16-17	Satisfactory	24/05/2017			1
Compliance with the DPA 1998	Satisfactory	04/05/2016		2	
Food Safety, Hygiene and Standards	Satisfactory	27/05/2016	1		
Garden Waste Service 2017/18	Satisfactory	05/01/2018	8		
Homelessness Applicants 2017/18	Satisfactory	27/11/2017	4		
ICT Disaster Recovery	Substantial	04/11/2017	1		

Appendix 3 - Status of corporate recommendations.

Name of Audit (Corporate)	Opinion	Final Report Date	Recs Overdue	Re-opened at F/up	Re-occurring (core only)
IR35 - Off Payroll Engagements	Satisfactory	09/11/2017	1		
Mobile Devices Contract 16-17	Satisfactory	07/07/2017	1		
Monitoring of Child Care Providers	Limited	17/10/2017	7		
Multi-Agency Safeguarding Hub Arrangements 2017/18	Consultancy	28/09/2017	6		
Payments to Adult Care Providers 2016-17	Satisfactory	05/05/2017	1		3
Payments to Care Providers and Foster Carers 2016-17	Satisfactory	05/05/2017	1		1
Payroll 2017-18	Substantial	06/12/2017	1		
Pensions 17-18	Satisfactory	15/01/2018	1		
Pre-contract and Tendering 2017-18	Limited	24/11/2017	3		
Processes for Payments to Main Providers (Child)	Consultancy	14/06/2016	4	2	
Public Access to Information 2015-16	Satisfactory	04/05/2016		1	
Public Health - Statutory Services 15-16	Satisfactory	06/06/2016	1	1	
Public Sector Network 16-17	Limited	01/02/2017		1	

Appendix 3 - Status of corporate recommendations.

Name of Audit (Corporate)	Opinion	Final Report Date	Recs Overdue	Re-opened at F/up	Re-occurring (core only)
Schools' Catering Contract 16-17	Limited	03/03/2017	1	3	
SharePoint 14-15	Satisfactory	13/10/2015		2	
South London and Maudsley NHS (SLaM)	Satisfactory	14/07/2015	1		
		total	54	23	15

Appendix 4 – Schools audit plan and progress

Name of Corporate Audit	F/W Started	F/W Ended	Draft report	Final Report	Assurance Level	H	M	L
St John Baptist CE Primary				19/10/17	Substantial	-	5	3
Greenvale Special				10/10/17	Substantial	-	5	10
Childeric Primary				24/07/17	Substantial	-	3	8
Haseltine Primary				28/09/17	Substantial	-	4	5
Downderry Primary				26/07/17	Satisfactory	-	9	7
Perrymount Primary				13/09/17	Substantial	-	7	6
John Ball Primary				26/09/17	Satisfactory	-	9	9
Kelvin Grove Primary				22/11/17	Substantial	-	8	4
Brent Knoll School				25/01/18	Satisfactory	1	15	10
Eliot Bank Primary				20/12/17	Substantial	-	-	2
Gordonbrock Primary				07/02/18	Substantial	-	1	1
New Woodlands								
Elfrida Primary								
St Saviour's RC Primary								
Holy Trinity CE Primary								
St William of York Catholic Primary								

Appendix 4 – Schools audit plan and progress

Name of Corporate Audit	F/W Started	F/W Ended	Draft report	Final Report	Assurance Level	H	M	L
All Saints CE Primary								
St George's CE Primary								
Coopers Lane Primary								
Grinling Gibbons Primary								
St James' Hatcham CE Primary								
Brindishe Lee Primary								
Baring Primary								
Beecroft Garden Primary								
St Bartholomew's CE Primary								
Sir Francis Drake Primary								
St Winifred's Primary Catholic Primary								

Appendix 5 – Status of schools recommendations

Name of Audit (Schools)	Opinion	Final Report Date	Recs Overdue
Childeric Primary School	Substantial	26/07/2017	1
Childeric Primary School 2017-18	Substantial	26/07/2017	2
Drumbeat Special School 16/17	Substantial	30/03/2017	3
Forest Hill School 2015-16	Satisfactory	28/02/2016	1
Holy Trinity CE Primary School 2017-18	Satisfactory	08/12/2017	2
John Ball Primary School 2017-18	Satisfactory	28/09/2017	9
Kelvin Grove Primary School 2017-18	Substantial	24/11/2017	2
Marvels Lane 16-17	Satisfactory	19/03/2017	1
Prendergast - Hilly Fields 2015-16	Satisfactory	31/07/2016	2
Prendergast Vale School 2015/16	Substantial	31/07/2016	3
Rangefield Primary School 16-17	Satisfactory	08/02/2017	2
St Augustine's Catholic Primary School	Substantial	17/03/2017	1
St James Hatcham Primary 14-15	Satisfactory	28/02/2015	1
St John the Baptist School 2017-18	Substantial	21/10/2017	1
St Stephens CE Primary School 2016-17	Satisfactory	17/12/2016	3
Torridon Junior School 16-17	Satisfactory	18/03/2017	1
Turnham Primary 13-14	No Assurance	02/08/2013	1
Turnham Primary School 16-17	No Assurance	06/07/2017	24
		<b>TOTAL</b>	<b>60</b>



## Appendix 6 – Audit Plan for 2018/19

Corporate Audit Name / Area	Indicative Scope
TPF - Grant claims	To review the TPF grant claims as required by
Hand over from Hospital Discharge Neighbourhood team	A review the process, including payments and how it will feed into the pathway digital project and moving to an electronic way of working.
Recruitment Process	To review the process from DEP to appointment
Disability Facilities Grant	To review the process of the grant from initial application to approval / monitoring of spend
Waste Management (Domestic)- Contract Monitoring.	To review the contract monitoring for the waste (domestic) contract.
Pooled Budgets and Better Care Fund	To review the governance and monitoring of pooled budgets.
School trading Website	To review the new trading website
Early help, Referral and Assessment service	To review the framework around Early Help, Referral and Assessment service.
Apprenticeship levy, including schools	To review how the apprenticeship levy (training) and non-mayoral apprenticeship programme is being used within the council.
SEND / CWCNS Service	To review the SEND / CWCNS process / framework
Icasework	To review the new Icasework system for complaints for security and access permission.
Pre Financial Assessment Process	To review the process of pre financial assessments.
DOLS	To review the council's arrangements for DoL arrangements.
Agile Working Project	To review the project for Agile working, to include the roll out of new IT, policies and training
Contract Management	To review the contract management across the all directorates
Schools Finance	To review the framework, support and advice of the school finance team.
Complaints (Corporate)	To review the complaints framework for dealing with corporate complaints
BCP for core services	TBC - Discussions with Head of BCP / DR to agree a rolling audit plan as BCP in all risk registers

Appendix 6 – Audit Plan for 2018/19

Corporate Audit Name / Area	Indicative Scope
Supplier Resilience	To review the framework on how the council ensures current supplier (major) have the resilience to continue to provide services to the council after award of contract.
CSC Case and Budget Management	To review the process / controls where the CSC is overspent to see if changes to improve the budget situation can be resolved (subject to project progression)
Labour Construction Hub	To review the scheme run by the council to match experienced construction staff to constructors. To include training individuals.
Health and Safety (corporate)	Scope to be agreed. Head of Corporate Resources area
Accounts Payable 18-19 (Core Financial Audit)	Standard core financial testing programme
Accounts Receivable and Debt Recovery 18-19 (Core Financial Audit)	Standard core financial testing programme
Banking 18-19 (Core Financial Audit)	Standard core financial testing programme
Budget Setting and Monitoring 18-19 (Core Financial Audit)	Standard core financial testing programme
Business Rates 18-19 (Core Financial Audit)	Standard core financial testing programme
Capital Expenditure 18-19 (Core Financial Audit)	Standard core financial testing programme
Client Contribution for Care Provision 18-19 (Core Financial Audit)	Standard core financial testing programme
Council Tax 18-19 (Core Financial Audit)	Standard core financial testing programme
Direct Payments (Core Financial Audit) 18-19	Standard core financial testing programme
Housing Benefit and Council Tax Reduction Scheme (CTRS) 18-19 (Core Financial Audit)	Standard core financial testing programme
Main Accounting 18-19 (Core Financial Audit)	Standard core financial testing programme
Non-Current Assets 18-19 (Core Financial Audit)	Standard core financial testing programme

Appendix 6 – Audit Plan for 2018/19

Corporate Audit Name / Area	Indicative Scope
Payments to Adult Care Providers 18-19 (Core Financial Audit)	Standard core financial testing programme
Payments to Child Care Provider and Foster Carers for Looked After Children 18-19 (Core Financial Audit)	Standard core financial testing programme
Payroll 18-19 (Core Financial Audit)	Standard core financial testing programme
Pensions for LGPS 18-19 (Core Financial Audit)	Standard core financial testing programme
Pension Investments 18-19 (Core Financial Audit)	Standard core financial testing programme
Treasury Management 18-19 (Core Financial Audit)	Standard core financial testing programme
ASH - Debt recovery for non Housing Benefit	To review the system for non-HB debt.
New system for Libraries	To review the information governance and security of the IT system.
AFACT	Scope to be agreed. Head of Corporate Resources area
Risk	Scope to be agreed. Head of Corporate Resources area
Tendering and procuring contracts	To review the pre contract stage of the procurement process
Homecare Service	To review payments, monitoring of outcomes and performance indicators.
MASH - Adults	To review the structure and governance arrangements and information sharing protocols in the newly formed adult MASH team
Implementation of GDPR	To review the implementation of the GDPR across the council and schools.
Besson Street Project	To review the project management.
Rogue Landlords	To review the framework of Rogue landlord. Including how to identify them, process of resolving issues including any legal action.
Bereavement Services	To review the framework surrounding the bereavement services including payments and income.

Appendix 6 – Audit Plan for 2018/19

Corporate Audit Name / Area	Indicative Scope
Planning Control	To review the framework of the planning control department.
Fostering Arrangements	Audit review to provide assurance surrounding the processes and controls for recruitment checks and adhoc payments.
Performance Management Framework for CSC	To review the new framework for performance management.
Child in Need arrangements	To review the framework of CIN.
Transparency Act Adherence	To review the how the council complies with the transparency code, including any new / upcoming changes.
Income Generation Programme	To review the identification and monitoring of income generation.
Robotics - HB system	To review the security of the implementation of robotics in the HB system
Self Service IT processes	To review the BCP, ease of access and security of the council's self-service systems
ACS Interface with financial assessments	Review the changes made to LAS and its interface with Controcc.
Oracle Cloud - Finance	Scope to be agreed, subject to the progress of implementation.
Oracle Cloud - HR	Pre and post implementation review
Oracle Cloud - Payroll	Pre and post implementation review
New Phone System and BCP	To review the new ACD system that is due to be implemented by April 18
Office 365 and SharePoint	To review the security and access to office 365 and SharePoint

School	Scope
Abbey Manor College	Standard Schools' Programme
Adamsrill Primary	Standard Schools' Programme
Addey and Stanhope Secondary	Standard Schools' Programme
Ashmead Primary	Standard Schools' Programme
Athelney Primary	Standard Schools' Programme
Bonus Pastor Catholic College	Standard Schools' Programme
Chelwood Nursery	Standard Schools' Programme
Conisborough College - (Colfe's Asocated School	Standard Schools' Programme
Deptford Green Secondary	Standard Schools' Programme
Edmund Waller Primary	Standard Schools' Programme
Fairlawn Primary	Standard Schools' Programme
Forest Hill Secondary	Standard Schools' Programme
Forster Park Primary	Standard Schools' Programme
Holbeach Primary	Standard Schools' Programme
Kender Primary	Standard Schools' Programme
Kilmorie Primary	Standard Schools' Programme
Launcelot Primary	Standard Schools' Programme
Prendergast Hilly Fields College (Secondary)	Standard Schools' Programme
Prendergast Ladywell Fields College (Secondary)	Standard Schools' Programme
Prendergast Vale College (Secondary)	Standard Schools' Programme
Sedgehill Secondary	Standard Schools' Programme
St Margarets' Lee CE	Standard Schools' Programme
St Mary Magdalen's Catholic	Standard Schools' Programme
St Michael's CE Primary	Standard Schools' Programme
Sydenham Secondary	Standard Schools' Programme

Appendix 6 – Audit Plan for 2018/19

School	Scope
Trinity CE Secondary (through school)	Standard Schools' Programme
Watergate Special School	Standard Schools' Programme