



FINAL

Internal Audit Report

Corporate Services Department

Review of Mobile Phones

MAY 2008

4 SUMMARY OF MAIN FINDINGS

- 4.1 Internal Audit found that at the at the time when Internal Audit were asked to look at this issue the Council had no approved policy on mobile phones. This has since been addressed by SMT as a result of reports submitted by the Head of ICT & Financial Services.
- 4.2 The Audit found that there were no fixed criteria for providing mobile phones.
- 4.3 The Audit found that there was insufficient monitoring of the use of mobile phones for personal calls.
- 4.4 There was inconsistency between departments, and even services within the same department, on the recovery of sums for the personal use of mobile phones.
- 4.5 One department, Operational Services, did not allow staff to use mobile phones for personal use.
- 4.6 The list of mobile phones provided by ICT & Financial Services as at November 2007 included people who were no longer employed by the Council.
- 4.7 One service, Legal & Protective Services, was not part of the Council agreement with Vodafone and had a separate agreement with Vodafone.

APPENDIX 2

ACTION PLAN

ACTION PLAN NO	PARAGRAPH	GRADE	WEAKNESSES IDENTIFIED	AGREED ACTION	RESPONSIBLE OFFICER	DATE OF IMPLEMENTATION
1	4.1	Fundamental	The Council do not have a policy on mobile phones.	The Head of Personnel Services to consult with the Trades Unions on the draft policy that has been submitted to SMT	Head of Personnel Services	31 May 2008
2	4.2	Material	There were no fixed criteria for providing mobile phones.	The Head of Personnel Services to consult with the Trades Unions on the draft policy that has been submitted to SMT	Head of Personnel Services	31 May 2008
3	4.3	Fundamental	There was insufficient monitoring of the use of mobile phones.	Periodic checks should be carried out by senior management to ensure that mobile phones are only used for the purpose intended.	All Directors	immediate
4	4.4	Fundamental	There was inconsistency between departments, and even services within the same department, on the recovery of sums for personal use of mobile	This will be addressed by the exercise being carried out by the Head of ICT & Financial Services to establish the best method of recovering the cost of	Head of ICT & Financial Services	31 May 2008

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			phones.	personal use of mobile phones.		
5	4.5	Fundamental	One service, Legal & Protective Services, was not part of the consolidated billing arrangement with Vodafone and received separate invoices whereas all other departments' invoices were processed through ICT & Financial Services. Legal & Protective also purchased top up vouchers from a local newsagent.	The agreement currently in place between Legal & Protective Services should be terminated as soon as possible. Legal & Protective Services should then be included in the corporate contract with Vodafone.	Head of ICT & Financial Services	immediate
6	4.6	Fundamental	The list of mobile phones provided by ICT & Financial Services as at November 2007 included the names of people who were no longer employed by the Council.	The list should be reviewed to ensure that only current members of staff issued with mobile phones should appear on the list.	Head of ICT & Financial Services	immediate