

INTERNAL AUDIT REPORTS TO AUDIT COMMITTEE 2014 - 2015

1. EXECUTIVE SUMMARY

- 1.1 There are 8 audits being reported to the Audit Committee. 6 audits have a substantial level of assurance with 2 being rated as limited assurance.
- 1.2 Internal Audit provides a level of assurance upon completion of audit work, this is evaluated as follows:

Level of Assurance	Reason for the level of Assurance given
High	Internal Control, Governance and the Management of Risk are at a high standard with only marginal elements of residual risk, which are either being accepted or dealt with.
Substantial	Internal Control, Governance and the Management of Risk have displayed a mixture of little residual risk, but other elements of residual risk that are slightly above an acceptable level and need to be addressed within a reasonable timescale.
Limited	Internal Control, Governance and the Management of Risk are displaying a general trend of unacceptable residual risk and weaknesses must be addressed within a reasonable timescale, with management allocating appropriate resource to the issues.
Very Limited	Internal Control, Governance and the Management of Risk are displaying key weaknesses and extensive residual risk above an acceptable level which must be addressed urgently, with management allocating appropriate resource to the issues.

- 1.3 The attached reports contain the action plans which detail those recommendations where Internal Audit in agreement with management has classified the findings either high or medium. Recommendations classified as low have been removed.
- 1.4 A high level summary of each report is noted below:
- **CHORD:** This audit has a limited level of assurance. The audit covered the period 2009 to date and, although not an exhaustive list, highlights a number of issues including project resourcing and level of staff turnover. Project

governance issues are also highlighted in respect of adherence to Prince 2 project management principles, specifically quality and consistency of documentation, numerous brief changes and deviation from recommended practice, i.e. project boards dissolved. Issues were also noted with regards record management arrangements. Internal Audit noted that improvements have been made in the latter years (2013 >)

- **Communications:** This audit has a substantial level of assurance. A communication strategy is in place which covers key objectives, principles, roles and responsibilities, actions, measurement and evaluation protocols. Minor weaknesses were identified in relation to the availability of formal guidance notes and compliance with policy in respect of individual service social media sites.
- **Flood Risk Control:** This audit has substantial level of assurance. It was evidenced that the Council is complying with its general duties in relation to the Flood Risk Management (Scotland) Act 2009 and is actively engaged with associated partner organisations.
- **Fostering and Adoption:** This audit has a substantial level of assurance. It was evidenced that policies and procedures are in place and it was noted that the service was externally graded as “Good” across a range of areas. Weaknesses were identified in respect of completeness of documentation, clarity of roles and responsibilities, record management arrangements and potential data security issues in respect of communication processes.
- **HomeCare - Contract Monitoring:** This audit has a substantial level of assurance. It was evidenced that individual protocols exist which allow monitoring and review activity to take place. Weaknesses were identified in relation to non- availability of an over-arching guidance document and record management arrangements
- **Records Management Plan/ Information Security:** This audit has a substantial level of assurance. It was evidenced that a project is underway to ensure compliance with the requirements of the Keeper of the Records of Scotland will be met by the submission date of June 2016.
- **Revenue & Benefits – Council Tax discount:** This audit has a substantial level of assurance. Appropriate procedures are in place in respect Council Tax discount applications which comply with relevant legislation and policy. Supporting documentation was reviewed and deemed satisfactory in respect of Single Person discount, Empty Homes and 2nd Homes discounts applied during 14/15.
- **Winter Maintenance:** This audit has a limited level of assurance. Weaknesses were identified in a number of areas including variations in service provision and service policy, budget not aligning with service provision, limited reference within service plans, limited performance management data and availability of calibration certificates.

2. RECOMMENDATIONS

- 2.1 Audit Committee note the content of this summary report and detail within each individual report.

3. CONCLUSION

- 3.1 Management has accepted each of the reports submitted and has agreed responses and timescales in the respective action plans. The total number of recommendations made within the 8 audits is 30 as undernoted:

- High – 5
- Medium – 14
- Low – 11

4. IMPLICATIONS

- 4.1 Policy - None
- 4.2 Financial - None
- 4.3 Legal - None
- 4.4 HR - None
- 4.5 Equalities - None
- 4.6 Risk - None
- 4.7 Customer Service – None

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