

London Borough of Enfield

General Purposes Committee

26 November 2020

Subject: Audit and Risk Management Service Progress Update

Cabinet Member: N/A
Executive Director: Ian Davis, Chief Executive

Key Decision: N/A

Purpose of Report

1. The Audit and Risk Management Service Progress Update Report (Annex A) summarises:
 - the results of the work that the Audit and Risk Management Service has undertaken during the period 1 April 2020 to 16 October 2020
 - the continued work of the Head of Internal Audit and Risk Management in collaboration with the internal Assurance Board to target limited audit resources at the highest priority Corporate and Schools' services
2. Progress has been made in delivering the 2020/21 Internal Audit plan, with 63% of reviews having commenced. Of these, 12% have been finalised. This compares to 55% commencement and 26% completion in October 2019. Work on starting the 2020/21 audit plan was delayed due to the impacts of Covid-19.
3. Whilst we continue to make progress in delivering the plan, it should be noted that a risk remains of not having sufficient assurance work on which to base the annual Head of Internal Audit opinion. We will continue to update the Committee on this risk.
4. Since the audit plan was agreed by the General Purposes Committee in July 2020, one audit has been cancelled and two further audits have been added to the plan.
5. Seven audits have been completed since the start of the year. Six were grant certifications or management letters and therefore an assurance opinion was not given. The remaining audit was given a *Limited* assurance opinion.
6. With the support of the Assurance Board, there has been a substantial improvement in the implementation of agreed actions over recent months. Tracking of agreed actions arising from internal audit work has confirmed that

managers have implemented 64% of high priority and 52% of medium priority actions that were due to be implemented by 16 October 2020. A summary of overdue high and medium risk actions at 16 October 2020 is also presented.

7. The report also includes the latest performance metrics for the Insurance Team at 30 September 2020, together with details of significant insurance claims, current abuse claims and key litigated successes. Due to Covid-19, most litigation has come to a standstill this year and only one claim has been listed for trial in December 2020.
8. The Council, in line with other organisations, has not received any Covid-19 related claims. However, in the meantime, it is important that the Council follows all Government guidance and ensures key decisions and the reasoning behind the decisions continue to be documented.
9. It is expected that the insurance industry will impose premium increases and restricted cover going forward due to Covid-19. An actuarial review is currently underway, and this will inform the value of our Insurance Fund as well as suggesting improvement to our insurance programme.
10. We do not expect Brexit to affect our insurance programme due to the global nature of the industry and also the fact that widescale Brexit impact reviews have been undertaken to ensure the industry is well placed to serve the British market.

Proposal

11. The General Purposes Committee is requested to:

- note the work completed by the Audit and Risk Management Service during the period 1 April 2020 to 16 October 2020 and the key themes and outcomes arising from this work
- provide feedback on the contents of this report

Reason for Proposal

12. In line with the Council's Internal Audit Charter which is based on the requirements of the Public Sector Internal Audit Standards (PSIAS), the Head of Internal Audit and Risk Management has a responsibility to regularly update the General Purposes Committee on the work of the Audit and Risk Management Service through periodic and annual reports.

Relevance to the Council's Plan

Good Homes in Well-Connected Neighbourhoods

13. An effective Audit and Risk Management Service helps to provide assurance over any risks that might adversely affect the delivery of good homes in well-connected neighbourhoods.

Safe, Healthy and Confident Communities

14. An effective Audit and Risk Management Service is an essential management tool which will help the Council achieve its objectives to sustain safe, healthy and confident communities.

An Economy that Works for Everyone

15. An effective Audit and Risk Management Service will help the Council achieve its objectives in building a local economy that works for everyone.

Background

16. In line with the Council's Internal Audit Charter which is based on the requirements of the Public Sector Internal Audit Standards (PSIAS), the Head of Internal Audit and Risk Management has a responsibility to regularly update the General Purposes Committee on the work of the Audit and Risk Management Service through periodic and annual reports.

17. These reports should include details of audit activities with significant findings along with any relevant recommendation. Periodic information on the status of the annual audit plan should also be included.

18. The Internal Audit Plan for 2020/21 was submitted to and agreed by the General Purposes Committee on 23 July 2020.

19. This report summarises the work completed by the Audit and Risk Management Service between 1 April 2020 and 16 October 2020.

Main Considerations for the Council

20. Any large complex organisation needs to have a well-established and systematic risk management framework in place to identify and mitigate risks it may face.

21. The Audit and Risk Management Service supports management in the identification and mitigation of risks as part of its work.

Safeguarding Implications

22. There are no safeguarding implications arising directly from this update from the Audit and Risk Management Service.

Public Health Implications

23. Whilst the risk registers are produced to identify risks to Public Health (among other issues) and enable preventative action to be undertaken, there are no Public Health implications arising directly from this update from the Audit and Risk Management Service.

Equalities Impact of the Proposal

24. Corporate advice has been sought regarding equalities and an agreement has been reached that it is not relevant or proportionate to carry out an equalities impact assessment/analysis for this report.

Environmental and Climate Change Considerations

25. There are no environmental and Climate Change considerations arising directly from this update from the Audit and Risk Management Service. However, Climate Change has been identified in the 2020/21 Audit Plan, which recognises the risk posed and the priority that climate action is now being given within the Council.

Risks that may arise if the proposed decision and related work is not taken

26. Any large complex organisation needs to have a well-established and systematic risk management framework in place to identify and mitigate risks it may face.
27. The Audit and Risk Management Service supports management in the identification and mitigation of risks as part of its work and therefore, if this work is not carried out, reviewed and followed up, the Council faces the risk of legal, financial and reputational loss.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

28. N/A

Financial Implications

29. Section 151 of the Local Government Act 1972 requires that every local authority in England and Wales should “make arrangements for the proper administration of their financial affairs”. The Chief Finance Officer (Section 151 Officer) in a local authority must lead the promotion and delivery, by the whole authority, of good financial management so that public money is safeguarded at all times and used appropriately, economically, efficiently, and effectively. The role of the Section 151 includes ensuring that the systems and processes for financial administration, financial control and protection of the authority’s resources and assets are designed in conformity with appropriate ethical standards and monitor their continuing effectiveness in practice. The Accounts and Audit Regulations 2003 (England and Wales), requires that a ‘relevant body shall maintain an adequate and effective system of internal audit of its accounting records and its system of internal control’.
30. The role of audit supports this by undertaking a review of the controls in place, the Internal Audit plan sets out in partnership to achieve this by:

31. Ensuring that the authority puts in place effective internal financial controls covering codified guidance, budgetary systems, supervision, management review and monitoring, physical safeguards, segregation of duties, accounting procedures, information systems and authorisation and approval processes.
32. Ensuring that these controls are an integral part of the authority's underlying framework of corporate governance and that they are reflected in its local code.
33. In this context, the Internal Audit plan is developed in partnership with the wider organisation, seeking to focus on areas of the greatest risk in order to ensure that the appropriate controls are in place and where controls are found to be inadequate plans to address these are implemented.

Legal Implications

34. The Council's chief finance officer (the 'Section 151 officer' – section 151 Local Government Act 1972) has statutory status and is responsible for financial administration. The chief finance officer is also under a statutory duty to issue a formal report if s/he believes that the Council is unable to set or maintain a balanced budget (the 'section 114 report' (section 114 Local Government Finance Act 1988).
35. The Accounts and Audit Regulations 2015 (the '2015 Regulations') places an obligation on local authorities to maintain a system of internal audit whereby it:
 - (a) facilitates the effective exercise of its functions and the achievement of its aims and objectives;
 - (b) ensures that the financial and operational management of the authority is effective; and
 - (c) includes effective arrangements for the management of risk.
36. The internal audit service must be effective in order to evaluate the effectiveness of its risk management, control and governance processes, taking into account Public Sector Internal Auditing Standards or guidance.
37. Each financial year the council must conduct a review of the effectiveness of the system of internal control required by regulation and prepare an Annual Governance Statement.
38. This report addresses the statutory obligations for local audit processes in compliance with the 2015 Regulations.

Workforce Implications

39. There are no workforce implications arising directly from this update from the Audit and Risk Management Service.

Property Implications

40. There are no property implications arising directly from this update from the Audit and Risk Management Service

Other Implications

41. N/A

Options Considered

42. Given the requirements of the Public Sector Internal Audit Standards, no other options were considered.

Conclusions

43. The General Purposes Committee is requested to:

- note the work completed by the Audit and Risk Management Service during the period 1 April 2020 to 16 October 2020 and the key themes and outcomes arising from this work
- provide feedback on the contents of this report

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Date of report 11 November 2020

Appendices

Annex A: Audit and Risk Management Service Progress Update

Background Papers

None



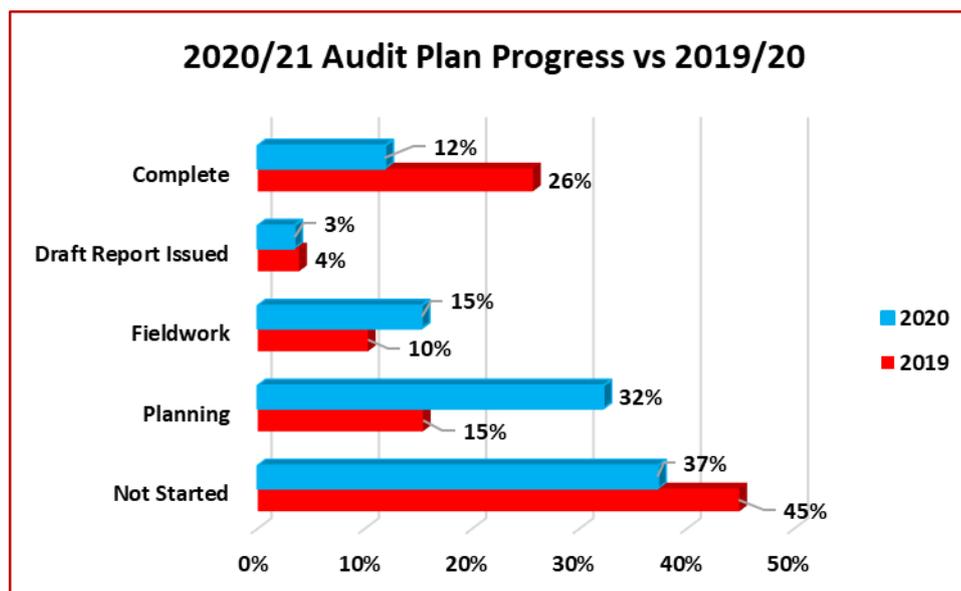
Audit and Risk Management Service Progress Update October 2020

Internal Audit

During the period 1 April 2020 to 16 October 2020, the Internal Audit team has commenced 37 assignments (63% of the current plan) of which 7 (12%) have been completed. For the same period in 2019, 43 audits (55%) had commenced and 20 (26%) had been completed.

The following chart summarises the 2020/21 progress compared to 2019/20:

Chart 1: 2020/21 Internal Audit Progress vs 2019/20



Due to the impacts of Covid-19, the audit plan was started later this year than in 2019/20. The time was spent finalising 2019/20 audits, updating our schools' work programme and undertaking training and, when possible, planning 2020/21 audits.

Whilst we continue to make progress in delivering the plan, it should be noted that a risk remains of not having sufficient assurance work on which to base the annual Head of Internal Audit opinion. We will continue to update the Committee on this risk.

Changes to the 2020/21 Internal Audit Plan

Since internal audit plan was approved by the General Purposes Committee in July 2020, one audit has been cancelled and two audits have been added.

The cancelled audit is:

Table 1: Cancelled Audits

Department	Audit	Reason for Cancellation
PLACE	Capital Works and Building Control	Agreed with management to defer to 2021/22. Interim assurance will be presented to the Assurance Board during 2020/21.

The additional audits are:

Table 2: Additional Audits

Department	Audit
RESOURCES	Enfield Stands Together
PEOPLE	Enfield County School for Girls – Schools Direct Grant Certification

A revised version of the audit plan is attached at **Appendix A**.

Completed Audits

Seven audits have been completed so far this year and these are summarised below:

Table 3: Completed Audits at 16 October 2020

Department	Title	Assurance Level
PEOPLE	Unregulated Placements	LIMITED
PLACE	BEGIN Grant	N/A- Grant Certification
PLACE	Bus Service Operators Grant	N/A- Grant Certification
RESOURCES	IT Software Procurement	N/A – Management Letter
PEOPLE	Troubled Families Grant - June	N/A – Grant Certification
PEOPLE	Troubled Families Grant - July	N/A – Grant Certification
RESOURCES	Enfield Stands Together – Just Giving	N/A – Management Letter

No audits with *Limited* or *No* assurance opinions have been issued since the last meeting.

Managers' progress with implementing internal audit actions

The Internal Audit and Risk Management team is responsible for tracking managers' progress with the implementation of internal audit actions.

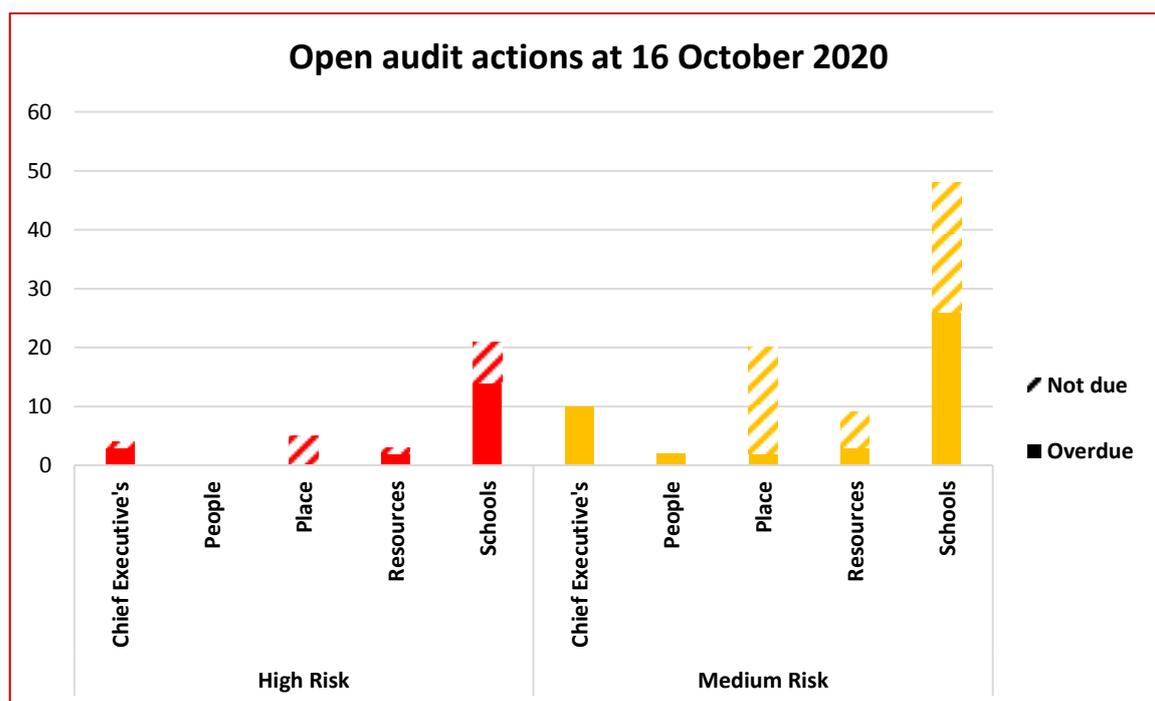
At 16 October 2020, 142 actions identified from the work of Internal Audit remained open. 36% of high risk and 48% of medium risk actions have not been fully implemented by their original due date and are classified as overdue (shown by the solid coloured part in the graph below).

Details of the overdue non-school high risk actions are provided in **Appendix B** and details of the overdue non-school medium risk actions are detailed in **Appendix C**.

In relation to outstanding schools' actions, we are following the recently introduced escalation process. The effectiveness of this process will be reported at a future meeting. Due to Covid-19 and the additional pressure that has put on schools, we did not start following up outstanding actions until the autumn term and so haven't seen the process through to its conclusion yet.

Progress within departments is shown in the following chart:

Chart 2: Managers' progress with implementation of agreed audit actions



The Assurance Board continues to review the progress of action implementation including holding supplementary meetings to focus on specific areas.

Internal Audit Quality Assessment

The performance of the Internal Audit service for 2020/21 to 16 October 2020 is shown in the following table:

Table 4: Internal Audit Quality Assurance Measures

KPI / Quality Metric	Target	Actual (Average)
Days from end of fieldwork to issue of draft report	15	11
Days from receipt of management comments to issue of final report	10	3
Level of satisfaction score with audit work	80%	100%
% of the audit plan delivered to draft report stage	95% (by 31 March)	15%

Insurance

Key Performance Indicators

Performance of the Insurance Team against 2020/21 KPIs is summarised in the table below:

Table 5: Insurance Key Performance Indicators

KPI / Quality Metric	Target	September Actual
% of new claims responded to within 24 hours	95%	91%
% of other correspondence processed within 10 days	80%	81%
Data accuracy - % of claims data correctly input into insurance database	90%	93%
Repudiation rate	65%	61%

Significant claims

Current open high value claims (£75k and over) are summarised below:

Table 6: Significant Insurance Claims

Incident date	Department/Service Area	Circumstances	Total Reserve
22/10/2018	Waste/Parks	Motor Collision	£78,301
12/03/2019	Highways	Trip	£80,000

Incident date	Department/Service Area	Circumstances	Total Reserve
01/09/2017	Housing	Stress	£87,500
01/04/1972	Housing	Mesothelioma (Asbestos)	£120,000
22/09/2015	Housing	Slip on stairs	£136,810
10/09/2012	Trees	Subsidence	£143,500
08/08/2016	Highways	Paving trip	£103,000
20/11/2014	Highways	Paving trip	£276,595
11/09/2016	Property	Fire	£350,000
14/03/2013	Schools - Secondary	Injury due to glass	£420,000
05/08/2018	Waste/Parks	Fall from height	£500,000

Abuse Claims

Current abuse cases notified to the Insurance Team are summarised in the table below:

Table 7: Current Abuse Claims

Incident year	Department/Service Area	Notification date	Allegations/Circumstances	Total Reserve
2018	Safeguarding	08/07/19	Abuse (no formal claim – disclosure only)	£10,000 (own Solicitors costs)
2007	Safeguarding	10/07/19	Failure to remove	£65,000
1982	Schools - Secondary	12/09/18	Historic abuse	£70,000
2012	Safeguarding	17/08/12	Abuse	£175,000
1982	Schools - Secondary	22/01/18	Historic abuse	£100,000
2011	Safeguarding	21/08/19	Failure to remove	£205,000
2017	Safeguarding	19/05/20	Failure to remove	£560,000

Litigated Successes

The team's key litigated successes in 2020/21 are provided in the table below:

Table 8: Key Litigated Successes

Department/Service Area	Incident Date	Type of Claim & Claimant Allegation	Outcome	Reserve
Highways	30/03/2015	Public Liability Paving Trip	Claim discontinued pre-trial	£46,500
Transport Operations	21/05/2019	Motor Changing lanes - collision	Claim discontinued pre-trial	£17,000
				£63,500

Attempts are made on all discontinued claims to recover the Council's defence costs

Due to Covid-19 most litigation has come to a standstill this year. Courts are slowly opening, and cases are starting to be listed for trial. At present the Council only has one claim listed for trial this calendar year, in December 2020.

Issues relating to Covid-19

- **Following Government advice**

Insurers have advised that we should not deviate from any Government advice in relation to Covid-19. The Insurance Team has provided advice to all schools in relation to key points they must consider. We have also confirmed with corporate decision making bodies that all meetings and decisions have been documented and that these can be made available in the event of a claim.

- **Future increases in premiums/restrictive cover**

Generally, we are expecting insurers to impose premium increases and restricted cover in light of Covid-19.

Zurich Insurance, our Building Insurance and Motor Insurance provider, has confirmed that from 1 October 2020 they are applying a Communicable Disease exclusion. This should not affect our policies currently insured with Zurich.

The Council's liability insurer (QBE) is currently reviewing all its business and re-insurance provision. We have provided detailed information to QBE in relation to the specific risks associated with Bridgewood House.

Whilst it is a little early to say whether QBE will apply a similar exclusion to Zurich's Communicable Disease exclusion, we understand that QBE are reviewing the entirety of the Council's risks. As the Council has only one care home, we hope that the overall risk will not be deemed high or will not be considered one which has an overall elevated exposure in relation to disease (specifically Covid-19).

- **Actuarial review**

In order to consider the possible implications of Covid-19 and to ensure that the Council is prepared for any changes in its insurance programme (whether that is increased premiums or restricted covers) an actuarial review of the Insurance Fund is currently taking place. This review will ensure that the Council has sufficient funds to meet any claims. The actuary will also be able to comment on the wider market trends that may affect the Council's insurance programme. We are expecting the actuary to report back to the Council in November with his findings.

- **Covid-19 related claims**

At present the Council has not received any Covid-19 related claims. Furthermore, we are currently unaware of any claims submitted by other authorities to insurers/solicitors.

Renewal Process

In addition to the actuarial review we have also started the renewal process this month, approximately two months earlier than usual, to ensure that any concerns or questions insurers may have in relation to specific risks can be addressed in full.

The Council's current insurers (and indeed those insurers who cover local authority/public sector risks) appreciate that a local authority is unable to eliminate all risks, however, they are more concerned with how these risks are managed. At the previous tender we were able to highlight some of the excellent work that takes place in numerous departments to manage specific risks and details relating to sound risk management will be included on a pro-active basis for the 2020/21 renewal.

Brexit

We do not expect Brexit to impact our insurance processes due to the global nature of the industry and also the fact that widescale Brexit impact reviews have already been undertaken to ensure the industry is well placed to serve the British market.

Appendix A

2020/21 Audit Plan Status

Department	Title	Audit Status
Chief Executives	Legal	Planning
Chief Executives	Mayors Accounts	Fieldwork
Chief Executives	Members Ethics	Deferred to 2021/22
Chief Executives	Recruitment	Planning
Chief Executives	IR35 Follow Up	Planning
Chief Executives	Organisational Development	Not started
Chief Executives	Energetik	Not started
Cross Cutting	Schools Financial Monitoring	Fieldwork
Cross Cutting	Adult Social Care/Financial Assessments - Follow Up	Draft report issued
Cross Cutting	Contract Management Follow Up	Not started
Cross Cutting	Remote Working – IT	Planning
People	Troubled Families Grant Claims – May	Cancelled
People	Troubled Families Grant Claims – June	Completed
People	Troubled Families Grant Claims – July	Completed
People	Troubled Families Grant Claims - August	Cancelled
People	Troubled Families Grant Claims - September	Not started
People	Troubled Families Grant Claims - October	Not started
People	Troubled Families Grant Claims - November	Not started
People	Troubled Families Grant Claims - December	Not started
People	Troubled Families Grant Claims - January	Not started
People	Troubled Families Grant Claims - February	Not started
People	Troubled Families Grant Claims – March	Not started
People	Unregulated Placements	Completed
People	Disproportionality in Out of Court Disposals	Not started
People	Mental Health - AMHP Service	Fieldwork
People	Eclipse	Planning
People	West Grove Primary School	Not started
People	Oaktree School	Planning

Department	Title	Audit Status
People	Starks Field Primary School	Fieldwork
People	Broomfield Secondary School	Fieldwork
People	George Spicer Primary School	Not started
People	St Paul's CE Primary School	Cancelled
People	Hazelwood Schools	Not started
People	St Ignatius College	Cancelled
People	Bush Hill Park Primary School	Not started
People	St Ignatius College and St Anne's Catholic High School for Girls - Joint Procurement	Not started
People	Enfield County School for Girls – Grant Certification	Fieldwork
Place	BEGIN Grant	Completed
Place	Cleaning Contract	Planning
Place	Housing Repairs and Maintenance	Planning
Place	Community Infrastructure Levy (CIL) and Neighbourhood CIL	Planning
Place	Meridian Water – HIF	Planning
Place	Bus Service Operators Grant (BSOG)	Completed
Place	Local Transport Capital Funding Grant	Cancelled
Place	Capital Works and Building Control	Cancelled
Place	Housing Compliance - Safety Checks and Management of Lift Maintenance	Planning
Place	Meridian Water - Procurement Strategy	Planning
Place	Climate Change	Not started
Place	Meridian Water – Contract Management	Not started
Resources	General Ledger Follow Up	Not started
Resources	Direct Payments	Planning
Resources	Accounts Payable	Planning
Resources	Council Tax	Fieldwork
Resources	National Non-Domestic Rates (NNDR)	Fieldwork
Resources	Treasury Management	Planning
Resources	Supplier Resilience	Planning
Resources	Web Content Accessibility Guidelines 2.1 (WAGC 2.1)	Not started
Resources	Cloud Management – IT	Planning
Resources	Cyber Security – IT	Planning
Resources	Digitalisation – IT	Planning
Resources	IT Software Procurement	Completed
Resources	Local Authority Test and Trace Service Support Grant	Not started
Resources	Enfield Stands Together – JustGiving	Completed

Department	Title	Audit Status
Resources	Procurement Social Value	Not started
LATC	HGL - Lettings Agency	Not started
LATC	HGL - Property Services Purchasing	Draft report issued

Overdue High Risk Audit Actions at 16 October 2020

Chief Executive's Department

Audit Name	Finding Title	Agreed Action	Original Due Date	Update	Revised Target Date
Leavers	Process Governance	<p>a) The starter and leaver process will be reviewed under the ownership of the HR and IT Services.</p> <p>b) HR Ownership will cover the overall process governance and documentation across the organisation. IT Ownership will cover the implementation of a unified IT provision and system that supports this process, so it supports a single journey for the organisation including the ability to identify at individual level the user's status, network and systems access and ICT assets assigned to that user.</p> <p>c) This will also include ability to provide access for reporting either via a self-reporting tool or using the council's chosen reporting functionality Power BI</p> <p>d) While the implementation is defined and projects delivered, the existing reporting using SAP, Service Management Tools, Active Directory and Microsoft Office 365 console will be used to provide on-going information to facilitate reviews of compliance.</p> <p>e) The risk will be captured on the Risk Register and reviewed monthly until the implementation above is completed</p> <p>f) To support this review, we will also use the Customer Experience Programme to endorse the approach and monitor progress</p>	31 Mar 2020	<p>Update June 2020</p> <p>Following the audit, a review commenced of the Service Management Tool that the organisation used (Service Now) with a view to changing the product to one which was designed around process and was affordable and supportable in house.</p> <p>In line with the strategy to initially do it to ICT first, a proof of concept on the Service Tool commenced at the end of March 2020 but has been delayed due to Covid-19.</p> <p>As a result of these delays and the urgency to review the Leavers process in light of the increased Remote Working, ICT are undertaking additional short and medium terms actions to mitigate the risks. The ICT Risk Register and ICT Work Programme will be updated to reflect this.</p>	30 Sept 2020
Equalities	Monitoring & Reporting -	<p>a) External Reporting In accordance with Section 153 of the Equality</p>	30 Sept 2020	Update October 2020	1 Feb 2021

Audit Name	Finding Title	Agreed Action	Original Due Date	Update	Revised Target Date
	Governance	<p>Act:</p> <ul style="list-style-type: none"> -Information will be published annually on how the Council is fulfilling its Equality Duty; -One or more equalities objectives will be agreed and published; -The Council will review the Equality webpage and ensure that out of date documents are removed and repopulated with current information. Going forward this will be reviewed regularly to ensure staff, residents and other interested parties are kept informed. <p>b) Internal Reporting</p> <ul style="list-style-type: none"> -An agreed set of performance indicators will be developed and used to monitor performance. This will be approved and regularly monitored by the Board. -Requirements for monitoring and reporting will be included in the Equality, Diversity and Inclusion Policy. 		<p>a) An annual report is published each year on the website on how Enfield Council is fulfilling its Equality Duty, under S153. Once the new equalities policy has been approved by Full Council in January, the policy will be published on the internet. Subsequently, the previous equalities policy and objectives will be removed. The website will continue to be regularly reviewed by the Corporate Strategy Service and Corporate Equalities Board.</p> <p>b) In the draft Equalities Policy, we state that the Corporate Equalities Board will review progress made towards achieving our equalities objectives annually. In the action plan, we have included measures of success and the Corporate Equalities Board will review progress against these measures of success.</p>	
Part Owned Company Audit Follow Up	Investor Level Monitoring of Management Information	<ol style="list-style-type: none"> 1. The upcoming Shareholder Board Terms of Reference review will include consideration of the Board's role in overseeing partially owned companies. Amendments will be recommended to Cabinet to approve. Each company will be required to report quarterly on the base template currently utilised for wholly owned companies. Governance Principles will require this to be written into Shareholder Agreements for future ventures. 2. Regulatory compliance will be monitored for all companies on a pre-determined regular basis by theme (e.g. Teckal compliance for all companies, State Aid compliance for all 	31 May 2020	<p>Update September 2020</p> <p>Cabinet timetables were disrupted by Coronavirus and as such this is still outstanding. Performance monitoring will incorporate Montagu LLP as of this quarter. Advice from the Monitoring Officer is that Regulatory Review will only need to go to Cabinet if issues are identified; if not it will be reported to the Monitoring Officer for his information. New dates for these are 31st October for monitoring reports, and 31st December for regulatory review.</p>	31 Dec 2020

Audit Name	Finding Title	Agreed Action	Original Due Date	Update	Revised Target Date
		companies, etc). These items will be added to the Shareholder Board forward work plan.			

Resources Department

Audit Name	Finding Title	Agreed Action	Original Due Date	Update	Revised Target Date
Payroll	Lack of payroll reconciliations	If reconciliations are not performed, then the Council will not have assurance over the completeness or accuracy of payroll data in the General Ledger. This could lead to financial misstatement.	30 Sept 2020	Update, September 2020 Will be included in quarterly reconciliation list and subject to same timings of production.	30 Sept 2020

Medium Risk Actions Overdue > 1 Year at 16 October 2020

People

Audit Name	Finding Title	Agreed Action	Original Due Date	Update	Revised Target Date
Request for Funding (RFF) – end to end process	Roles and responsibilities	The full process will be documented, and processing guidance produced to effectively align the process to the new structure and ensure clarity in roles and responsibilities. This will then be effectively communicated to staff dealing with the RFF process.	1 Jan 2018	Update August 2020 This was not completed due to there being outstanding aspects of ContrOCC but the RFF is being modified again and further guidelines are being drafted.	TBC
Request for Funding (RFF) – end to end process	Performance monitoring and management information	a. In developing new systems to support the RFF process, information requirements will be defined to ensure that reports can be run that identify process issues and anomalies, such as long outstanding POs that relate to the RFF process. Requirements gathering for report definition will be undertaken and link to mapping of codes and other business requirements. b. Mitigating controls will be considered to support the process before systems are changed, such as creating a central log of all RFFs created.	1 Dec 2017	Update August 2020 a. Not completed due to it being a ContrOCC outstanding action b. Mitigating controls will be considered to support the process before systems are changed, such as creating a central log of all RFFs created.	TBC

Chief Executive's Department

Audit Name	Finding Title	Agreed Action	Original Due Date	Update	Revised Target Date
Compliance with GDPR	A lack of a centralised view of the retention and disposal of paper records	<p>1. Perform a gap analysis of the Corporate Records Managers' responsibilities with respect to record retention across all areas of the business. This should be followed by addressing the gaps in responsibilities and assigning stakeholders for each service area.</p> <p>2. Assess the benefits of centralising versus decentralising the ownership of paper records disposal. Following that, the current retention roles and responsibilities should be updated to reflect that decision.</p>	31 Aug 2019	<p>Update November 2020</p> <p>The retention schedule and policy is being reviewed by the Digital Services Information Governance Team/ DPO, and the Records Manager, and a draft to be presented at next Information Governance Board (IGB) meeting on 27 November 2020. This will address the digitising and on- going storage of paper records, and disposal en masse by 31st December 2020.</p> <p>The Print Strategy is under review (in light of remote working and less use) that is being informed by the Build the Change Programme, which is also adapting to which spaces and buildings are in use and in what order. Once that is finalised before Christmas - we will then revisit the SharePoint project including the digitising of paper and will use the policies at IGB to underpin this.</p> <p>The Data Quality policy was completed and implemented October 2020.</p>	31 Dec 2020
Compliance with GDPR	A lack of employee awareness of data retention responsibilities	<p>1. Design and implement an annual refresher-training course to remind all Council employees of their data retention obligations.</p> <p>2. Design and implement assurance activities, such as random spot-checks and/or audits, on the Council's data retention procedures to ensure employees are implementing procedures according to the Records Management Policy.</p>	31 Aug 2019	<p>Update October 2020</p> <p>Action 1 is complete.</p> <p>Data retention is included in the annual e-learning mandatory GDPR course. The full data retention schedule document is also available on iLearn.</p> <p>Quarterly reports are shared with key stakeholders on a quarterly basis. Learning information updates</p>	<p>1 – Complete</p> <p>2- TBC</p>

Audit Name	Finding Title	Agreed Action	Original Due Date	Update	Revised Target Date
				<p>have been and will continue to be shared on an ongoing basis across the Council using a variety of media platforms. L&OD will continue to work with ICT Information Governance to ensure Data retention and GDPR learning is kept up to date.</p> <p>Action 2 remains outstanding.</p>	

Resources

Audit Name	Finding Title	Agreed Action	Original Due Date	Update	Revised Target Date
Compliance with GDPR	A lack of GDPR safeguards on all relevant systems and data duplication	<ol style="list-style-type: none"> 1. Review results of system assessments to ensure: <ul style="list-style-type: none"> • All systems within the Council are captured • A proportionate action plan is designed and implemented for each relevant system. 2. Review the existing Data Privacy Impact Assessment (DPIA) to ensure a GDPR safeguard assessment is triggered for new and updated systems. 3. Design and implement a process to search for existing vendors in the archive before creating a duplicate record. 	30 June 2019	<p>Update November 2020</p> <p>Creation of ICT Information Governance Team in Jan 2020 to ensure that compliance is recorded across all systems and owners - to include a planned engagement approach with each business systems owner to mitigate risk and raise awareness.</p>	31 Dec 2020