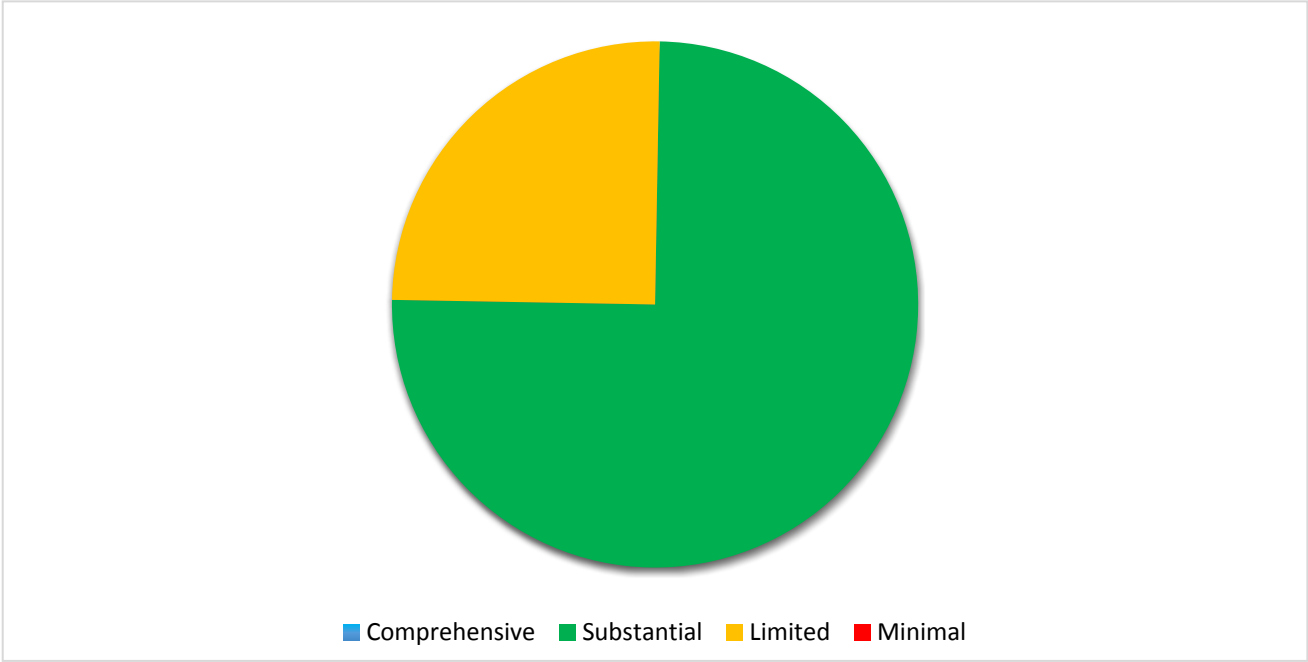


Report Summary for Governance Review 18/19



Comprehensive Assurance	Substantial Assurance	Limited Assurance	Minimal Assurance
	<ul style="list-style-type: none"> • Processes and procedures • Business plan compliance • Corporate Risks • Data quality • Income & Expenditure • Structure, role and responsibilities • Performance Management 	<ul style="list-style-type: none"> • Land Charges service resilience, Council Plan performance 	

Guide to the audit assurance opinions	
Comprehensive	There is a sound system of controls designed to meet objectives, manage risks and controls are consistently applied in all the areas reviewed.
Substantial	There is a good system of controls and risks are managed. However, there are opportunities for improvement in the design or consistency of application that will assist in the achievement of objectives identified as being at risk in the areas reviewed.
Limited	Key controls exist to help achieve objectives and manage principle risks. However, there are opportunities for improvement in the overall control environment which would enhance the design and application of controls, thereby assisting the achievement of objectives identified as being at risk in the areas reviewed.
Minimal	The absence of basic key controls or the inconsistent application of key controls is so severe that the audit area is open to abuse or error. Risks to objectives are not being managed.

scope and objective
<p>Internal audits mission is to enhance and protect organisational value and support the Council Plan by providing risk based and objective assurance, advice and insight.</p> <p>The Assurance, Risk and Audit Team endeavour to add value and improve Allerdale Borough Council's operations and help to accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.</p> <p>As part of the 2018/19 Assurance Risk and Audit Plan, a review has been undertaken of the risk management, controls and processes and procedures in place in respect of the Governance Service, excluding HR due to the area being reviewed in 17/18 prior to the service joining Governance. The aim of this review is to provide management with assurance that controls, governance and risk management activities are robust and operating as intended, that mitigating actions are in place to manage the key corporate risks for this area as recorded by the risk owner and provide recommendations for improvements to add value, if appropriate.</p> <p>Information and evidence was gathered using a number of techniques including interviews with key officers testing, observations and questionnaires.</p> <p>Audit testing is identified in the audit scope and is primarily sample based, full coverage of the system and complete assurance cannot be given to an audit area.</p> <p>Assurance Risk and Audit would like to thank all staff involved during the course of the review for their help and assistance.</p>

Recommendations		
High	Medium	Low
3	4	2

Area of Good Practise
<p>A Governance Support Assistant showed excellent initiative and self-management skills when a central information management system went off-line making data inaccessible for a couple of days. The resourcefulness of this individual taken during this incident should be noted.</p> <p>The Licensing department have worked together to put processes in place to rectify previous issues raised, showing good management.</p>

Assurance Area	Risks/Weaknesses	Recommendations	Recommendation date and responsibility
<p>To ensure adequate processes and procedures are in place.</p> <p>Audit Opinion Substantial</p>	The constitution is not consistently reviewed and kept updated as required.	Discussed at the time of the review and it was confirmed that the next constitution review was planned.	Head of Governance and Regulatory Services
	Minutes are not consistently published in line with best practice guidance.	<p>Recommendation One – Priority Low</p> <p>A publish date for minutes should be agreed and monitored through a Service Performance Indicator.</p>	<p>Democratic & Support Services Manager</p> <p>31.12.2018</p>
	Limited process maps and knowledge of how long individual Governance Support Assistants tasks should take, has led to a premises licensing admin and street collections backlog. This has also impacted on performance management, cover and allocation of tasks.	<p>Recommendation Two – Priority High</p> <p>Process maps with timescales should be completed and reviewed for Governance Support Assistants tasks.</p>	<p>Democratic and Services Support Officer</p> <p>30.06.2019</p>

		Key Performance Indicators should be agreed to monitor performance and mitigate backlogs.	
	Testing of two personal development plans for member training and development identified that one had not been reviewed since 2013 and one had surpassed the agreed review date of April 18.	Recommendation Three – Priority Medium Personal Development Plans should be carried out as agreed with all councillors.	Democratic & Support Services Manager 31.12.2018
Governance comply with the information stated in the Business plan in order to achieve the Councils Priorities. Audit Opinion Substantial Land Charges Council Plan priority Limited	Lack of plans in place to support service resilience for Land Charges. No clear roles and responsibilities for Land Charges, in-consistent ways of working between Governance Support Assistants and limited process maps and knowledge of how long tasks should take. Governance support Assistants were not working generically which has an impact on service delivery and work allocation.	Recommendation Four – Priority High Risk assessment to be completed for the Land Charges service to include risks assessments to ICT resilience, resource and competence for service continuity.	Solicitor/Legal Executive 31.03.2019
Mitigating actions are in	Due to the council having no role in Elections, the only risk to the Council	Discussed at the time of the review and it was confirmed that the	Head of Governance and Regulatory Services

<p>place for Corporate Risks</p> <p>Audit Opinion Substantial</p>	<p>in regards to Elections would be reputational, as constituents inaccurately believe the council are responsible, however it is a separate regulation as ICO and ERO. The Returning Officer is separately and solely responsible for the Elections and there would be no financial or legal repercussion for the Council, therefore the corporate risk is that we fail to appoint and monitor a competent Returning Officer to deliver Allerdale Borough Council's elections on our behalf. The same applies to the Annual Canvass and Electoral Registration the Electoral Registration Officer (ERO) is responsible, we appoint (him/her) to work on behalf of the Council. The Council itself has no role.</p>	<p>corporate risk would be discussed and reworded appropriately.</p>	
<p>All data recorded both manual and electronic is to a high quality, accurate and secure. Segregation of duties are in place where</p>	<p>The land charges system Ilap is currently unsupported. Getting the most from the systems used should be a key priority as the organisation moves more towards technology based processes. Systems without adequate management reporting functionality or that requires a lot of manual intervention to support simple processes should be reviewed to</p>	<p>Recommendation Five – Priority Medium</p> <p>Systems that are unsupported or not fit for purpose should be reviewed and option appraisals undertaken to provide efficient use of council resources.</p>	<p>Solicitor/Legal Executive</p> <p>31.03.2019</p>

appropriate.	confirm they are fit for purpose (Civica Legal).		
Audit Opinion Substantial	Mod.gov system administration access has been provided to individuals outside Democratic Services, this allows full access to confidential information and full edit rights within mod.gov.	Recommendation Six – Priority Low All user administration access profiles are reviewed to improve information security and merit and to protect data integrity.	Democratic & Support Services Manager 31.03.2019
	Limited service continuity plans in place for Land Charges.	See recommendation Four.	
	Paper files still in use in Licensing and Legal. Members expense forms still completed in paper form. Confidential agendas and documents are left on desks in unlocked office(s) and the deeds store is not lockable.	Recommendation Seven – Priority Medium Member expense forms should be done electronically in line with the corporate smarter ways of working. Recommendation Eight – Priority Medium All confidential items should be stored securely in line with GDPR requirements.	Democratic & Support Services Manager 31.03.2019 Democratic & Support Services Manager Solicitor/Legal Executive 31.03.2019
Income & Expenditure is accounted for	Testing of member's expenses evidenced one payment had been authorised and paid in contradiction of	Discussed at the time of the review and assurance was provided that this was an isolated case.	Democratic & Support Services Manager

and managed appropriately Audit Opinion Substantial	the members allowance scheme.		
Structure, role and responsibilities Audit Opinion Substantial	Generic working which was intended for the Governance Support Assistants does not appear to have taken place and instead the Governance Support Assistants have stuck to the tasks they are more experienced with, this had not been progressed. This raised concerns and risks including processing and performance management of land charges processing and cover and allocation of tasks, this also meant that some departments had not received the support needed.	Recommendation Nine– Priority High Generic working intended for the Governance support assistants should be reviewed and managed accordingly, training should be provided for tasks needed via the Governance support Assistants or the relevant Officers.	Democratic and Services Support Officer 30.06.2019
Effective Performance management and monitoring is in place to ensure statutory and non-statutory performance	There is a good system of controls and risks are managed. However, there are opportunities for improvement in performance management that will assist in the achievement of objectives.	Performance should be measured across all services to support continuous improvement.	

indicators and targets are met			
Audit Opinion Substantial			

