

**Internal Audit Progress Report 2022.23 Q2 - Appendix 3 (Progress against outstanding actions)**

Audit Plan	Audit Reference (AA no)	Recommendation	Issue/risk identified	Priority	Agreed Action	Responsible Officer	Service Area	Agreed Action due	Progress update	Status	Next Review
2017/18	Development Services (Agreed Action 6)	Clear user guidance and procedures should be produced for all applications used to ensure consistent data quality and efficiency.	Efficient/effective processes; Counter fraud; Reputational risk; Data integrity; Income collection; Value for money.	Low	This should be mitigated by the introduction of the information management system (product X). April 2018.	Business Support Manager	Governance and Regulatory Services	31/12/18	Full user guide in place for building control and planning.	Closed	
2017/18	Development Services (Agreed Action 4)	Development Services training needs should be considered and incorporated into the training plan and implementation of Product X.	Efficient/effective processes; Counter fraud; Reputational risk; Data integrity; Income collection; Value for money.	Low	This should be mitigated by the introduction of the information management system (product X). April 2018.	Business Support Manager	Governance and Regulatory Services	31/03/19	Training delivered for building control, and planning.	Closed	
2017/18	Development Services (Agreed Action 8)	To improve the data quality and efficiency of performance information sent to central government officers should consistently complete their monitoring check lists for the appropriate case files and understand the impact and importance of these. This should be subject to management monitoring.	Efficient/effective processes; Counter fraud; Reputational risk; Data integrity; Income collection; Value for money.	Medium	This should be mitigated by the introduction of the information management system (product X). April 2018.	Business Support Manager	Governance and Regulatory Services	31/03/19	Intergrated in new system.	Closed	
2019/20	R&B Agreed (Action 9)	Visiting Officers should record all visits and information concerning them electronically. Where organisational practices require the use of paper documents, they must be stored in accordance with corporate information management guidance.	Failure to ensure that we are GDPR compliant could result in fines, reputational damage, loss of data	Medium	None in report (old format)	Deputy Manager Customer Services	Customer Operations	30/09/20	Completed by Customer Service Manager in September 2020 (prior to Visiting Officers returning to R&B in September 2021)	Closed	
2019/20	GDPR Agreed (Action 2)	All Information Asset Owners should complete the Information Sharing e-learning module to understand when and how to correctly share personal information and the responsibilities in monitoring and maintaining a sharing agreement.	Failure to follow correct procedures; accidental data breach; reputational damage; financial penalty (fines from ICO)	Medium	None in report (old format)	HR Manager	Strategy, Policy and Performance	31/12/20	Manadatory e-learning module in place. HR monitoring compliance.	Closed	
2019/20	GDPR Agreed (Action 1)	A central log documenting all data sharing agreements should be held by the Information Governance Data Protection Officer with each department retaining overall responsibility for ensuring that the data is accurate, complete and current.	Failure to follow correct procedures; accidental data breach; reputational damage; financial penalty (fines from ICO)	Medium	None in report (old format)	Information Governance Manager	Strategy, Policy and Performance	31/12/20	Central repository now designated for all Councils as preparation for LGR. Initial action superceded.	Closed	

2020/21	Cyber Security Review (Agreed Action 3)	User Access Control: i) Investigate enabled accounts that have been dormant for over 90 days, with particular attention to generic and administrative accounts with further actions taken as required to maintain council security. This should also become a periodic review of all active accounts to ensure they are appropriate; ii) Formally risk assess the requirement of administrator accounts having internet access to determine if this is necessary for operational purposes and if not that it can be disabled; iii) Document procedures for managing users, including the resetting of passwords to ensure compliance with the Access and Authentication Controls security standard; iv) Document all staff who have privileged access permissions and ensure this is subject to periodic review.	Accidental or deliberate misuse of privileges leading to unauthorised changes to configuration of systems, leading to a loss of the confidentiality, integrity or availability of information or ICT systems. Increased attacker capability if they can use unused or compromise user accounts to carry out an attack. Ultimately attacks seek to gain access to root or administrative accounts to gain the fullest access to system information, services and resources. Negating established security controls whereby attackers attempt to cover their tracks by making changes to security controls or deleting monitoring and auditing logs so that their activities are not detected.	Medium		Innovation & Technology Manager	Finance and Property Services	30/09/21	Final action relating to closure of dormant accounts now actioned. Process in place to delete leaver accounts after 30 days.	Closed	
2019/20	Finance (Agreed Action 1)	The organisation should identify the training needs of individual budget holders and implement a formal training programme and manual that results in budget holders taking full responsibility and accountability for their budget management. It is important that all budget holders understand their role in delivering the financial and transformational strategic priorities of the council	Control weaknesses, lack of knowledge and understanding from budget holders, resource strain, lack of efficiency. It is important that all opportunities for training and mentoring of BH are fully utilised.	Medium	None in report (Old format)	Finance Business Partner	Finance and Property Services	31/03/21	Training delivered in respect of new ERP system. In light of LGR, no further action taken in relation to the preparation of a budget holder manual	Closed (LGR)	N/A
2020/21	Finance (Agreed Action 4)	The Authority should ensure that suitable processes are in place to allow the Finance Department to be notified of all disposals including relevant documents in a timely manner by the responsible department.	Increased likelihood of incorrect accounting for disposals due to notification not being timely or including insufficient information.	Medium	The authority will create a spreadsheet which representatives from Legal, Estates and Projects can access to enter disposal or Financial Systems Key Controls Review ABC_2021_000 Allerdale Borough Council Page   9 QD-5 Rev 1 acquisition information as it is received, allowing the Finance Team to have access to the required information centrally.	Estates Manager	Finance and Property Services	30/06/21	Draft spreadsheet in place needing minor amendments (end of September 2022).	In progress	Q3 2022/23
2020/21	Finance (Agreed Action 5)	The Authority should explore the functionality of the new financial system that is due to implemented to determine whether a report can be ran which details all additions and amendments to supplier details. If possible, the Authority should consider the implementation of a periodic review of new additions and bank detail changes by an individual other than the inputter to ensure that changes have been actioned accurately. This will ensure that any errors are identified in a timely manner. Procedures should be updated to include instructions on how to deal with money that cannot be banked through the G4S contract, coinage should then be banked or destroyed in accordance with these instructions. The procedural guide should also define what the tolerance level is for investigating cash overages and shortages and a robust review system introduced to show the correct steps when investigating discrepancies. A system should be established and monitored to ensure that all Officers procedural knowledge is up to date.	Input errors many not be identified in a timely manner and lead to incorrect payments.	Low	Recommendation noted. This will be considered when implementing the new ERP system	Financial Services Manager	Finance and Property Services	31/03/22	Facility available in new system. Application to be tested as part of current Creditors review.	To confirm as part of planned 22/23 audit (Testing underway).	Q2 2022/23
2020/21	Car Park Income (Agreed Action 1)	Procedures should be updated to include instructions on how to deal with money that cannot be banked through the G4S contract, coinage should then be banked or destroyed in accordance with these instructions. The procedural guide should also define what the tolerance level is for investigating cash overages and shortages and a robust review system introduced to show the correct steps when investigating discrepancies. A system should be established and monitored to ensure that all Officers procedural knowledge is up to date.	Lack of management/control over security arrangements; opportunity for fraud: risk of injury and/or theft	Medium	Included in rec (previous format)	Operations Support Officer	Finance and Property Services	31/12/21	Procedures updated.	Closed	
2020/21	Car Park Income (Agreed Action 2)	All officers responsible for keys must ensure that the Key Register is fully completed each time the keys are signed in and returned to the locked key safe.	Loss/misuse of keys	Medium	Included in rec (previous format)	Civil Enforcement Supervisors	Finance and Property Services	31/12/21	Key register now in place and completed by all staff.	Closed	

2020/21	Car Park Income (Agreed Action 3)	Procedures should be established covering all aspects of cash payments made at the MSCP. These should include reasons why a charge can be waived as well as how to correctly record, reconcile and bank these payments.	Theft, loss of income	Medium	Included in rec (previous format)	Operations Support Officer	Finance and Property Services	31/12/21	Procedures updated.	Closed	
2020/21	Car Park Income (Agreed Action 4)	A meeting should be arranged between Metric, Parking Services and Finance to obtain a definitive explanation as to why there is a discrepancy between the audit ticket values on Metric and the payments received from Six Payments.	Potential loss of income; there is insufficient data from metric and Six payments which will allow Finance to unequivocally state why there is a discrepancy and allow a reconciliation to take place	Medium	Included in rec (previous format)	Operations Support Officer	Finance and Property Services	31/03/22	Initial work undertaken, but further specialist input from Finance now required to resolve discrepancies.	In progress	Q3 2022/23
2020/21	Car Park Income (Agreed Action 5)	All documentation should be in place and managed for all officers who are permitted to drive fleet vehicles in line with the Health and Safety Executive guidance and Section 87 of the Road Traffic Act.	Failure to register all users of Council vehicles could leave the Council at risk of civil action, financial and reputational damage for failing to comply with Section 87 (2) of the Road Traffic Act 1988 / HSE.	Medium	Included in rec (previous format)	Strategic Advisor - HR	Policy, Performance & Economic Development Strategy	31/03/22	Procedures updated	Closed	
2020/21	Car Park Income (Agreed Action 6)	A review should be carried out to ensure that all officers permitted to drive their own vehicles on Council business, hold a current and appropriate class of driving licence, valid insurance policy with correct class of use and current test certificate and a system established to provide ongoing assurances that all officers who drive on Council business are adequately insured.	Failure to register all users of Council vehicles could leave the Council at risk of civil action, financial and reputational damage for failing to comply with Section 87 (2) of the Road Traffic Act 1988 / HSE.	Low	Included in rec (previous format)	Strategic Advisor - HR	Policy, Performance & Economic Development Strategy	31/03/22	Process in place to monitor compliance for individuals claiming mileage (Finance). Suggested e-mail provided and issued for staff not submitting travel claims.	Closed	
2020/21	Car Park Income (Agreed Action 7)	In keeping with UK GDPR, the data owner should update the Records Retention Schedule with the data held on the Driver Record of Vehicle Insurance. The data should be periodically reviewed and erased when no longer required in keeping with the agreed retention period.	Risk of fine from ICO for retaining data beyond storage limitations/retention period.	Low	Included in rec (previous format)	Strategic Advisor - HR	Policy, Performance & Economic Development Strategy	31/03/22	Agreed current retention schedule acceptable, but will need reviewed by new authority post LGR.	Closed	
2020/21	Car Park Income (Agreed Action 8)	A clear and up to date written agreement/contract for Booth's should be in place signed by both parties as a matter of urgency ensuring that all responsibilities and charges are understood and clearly defined	Lack of up to date contractual agreement - no protection against cancellation; reputational risk; inefficient or ineffective processes; value for money; loss of income; risk of legal or civil action as responsibilities/accountabilities not clear	High	Progress ongoing, with Council delivering draft contract. Delays outside of Council's control.	Strategic Advisor - Commercial & Contracts	Innovation & Commercial	31/03/22	Progress ongoing, with Council delivering draft contract. Delays outside of Council's control.	In progress	Q3 2022/23
2020/21	Car Park Income (Agreed Action 9)	All future negotiations and drafting of contracts in respect of Managed Car Parks should be undertaken by the Strategic Advisor – Commercial and Contracts in consultation with Legal Services.	Lack of up to date contractual agreement - no protection against cancellation; reputational risk; inefficient or ineffective processes; value for money; loss of income; risk of legal or civil action as responsibilities/accountabilities not clear	Medium	All future contractual negotiations and drafting will be delivered through Legal Services. Working relationship established.	Strategic Advisor - Commercial & Contracts	Innovation & Commercial	31/03/22	All future contractual negotiations and drafting will be delivered through Legal Services. Working relationship established.	Complete	
2020/21	Car Park Income (Agreed Action 10)	Key Performance Indicators should be established to track and analyse performance in relation to car park income for both managed and Council owned car parks.	Not having KPI can lead to failure to achieve organisational goals and strategic aims; failure to maximise income	Medium	Included in rec (previous format)	Strategic Advisor - Commercial & Contracts	Innovation & Commercial	31/03/22	KPI information now in place, but has not been reported to date. Further review required.	In progress	