

GWYNEDD COUNCIL

COMMITTEE	AUDIT COMMITTEE
DATE	10 MARCH 2011
TITLE	OUTPUT OF THE INTERNAL AUDIT SECTION
PURPOSE OF REPORT	TO OUTLINE THE WORK OF THE INTERNAL AUDIT SECTION FOR THE PERIOD TO 31 JANUARY 2011
AUTHOR	DEWI MORGAN, SENIOR MANAGER AUDIT AND RISK
ACTION	TO RECEIVE THE REPORT, COMMENT ON THE CONTENTS AND SUPPORT THE RECOMMENDATIONS THAT HAVE ALREADY BEEN PRESENTED TO SERVICES FOR IMPLEMENTATION

1. INTRODUCTION

- 1.1 The following report summarises the work of the Internal Audit Section for the period from 1 December 2010 to 31 January 2011.

2. WORK COMPLETED DURING THE PERIOD

- 2.1 The following audit work was completed in the period to 31 January 2011:

Description	Number
Reports on Audits from the Operational Plan	17
Other Reports (memoranda etc)	3
Follow-up Audits	3
Responsive Audit	0

Further details regarding this work are found in the body of this report and in the enclosed appendices.

2.2 Audit Reports

2.2.1 The following table shows the audits completed in the period to 31 January 2011, indicating the relevant opinion category and a reference to the relevant appendix.

TITLE	DEPARTMENT	SERVICE	OPINION	APPENDIX
Ysgol Coed Menai	Education	Schools	B	Appendix 1
Ysgol Friars	Education	Schools	B	Appendix 2
Health and Safety - the "grey fleet"	Human Resources	Health and Safety	B	Appendix 3
Checks of Employee Lists	Human Resources	Support Unit	C	Appendix 4
Staff Performance Reviews - Appraisal	Corporate		B	Appendix 5
Preparations for IFRS - Fixed Assets	Finance	Accountancy	A	Appendix 6
Preparations for IFRS - Staff Benefits	Finance	Accountancy	A	Appendix 7
Y Pafiliwn Leisure Centre	Provider and Leisure	Leisure	B	Appendix 8
The Administration of Medication in Council homes	Provider and Leisure	Residential and Day	B	Appendix 9
Administration of the Electoral Register	Democracy and Legal	Registration	B	Appendix 10
Glynllifon Country Park	Economy and Community	Maritime and country parks	B	Appendix 11
Padarn Country Park	Economy and Community	Maritime and country parks	B	Appendix 12
Updating of the Website and Intranet site	Customer Care	Communications	C	Appendix 13
Information and Communication Technology Contracts - PSBA Contract	Customer Care	Information Technology	B	Appendix 14
Data Management	Social Services	Across the department	B	Appendix 15
Social Services Emergency Procedures	Social Services	Across the department	B	Appendix 16

TITLE	DEPARTMENT	SERVICE	OPINION	APPENDIX
Road Maintenance Contracts	Highways and Municipal	Highways Works	C	Appendix 17

2.2.2 The opinion categories within the reports affirm the following:

- Opinion “A” Assurance of financial propriety can be expressed as the controls in place can be relied upon and have been adhered to.
- Opinion “B” Controls are in place, and partial assurance of financial propriety can be expressed as there are aspects where some procedures can be strengthened.
- Opinion “C” Assurance of financial propriety cannot be expressed as the controls in place cannot be relied upon, but losses/fraud due to these weaknesses were not discovered.
- Opinion “CH” Assurance of financial propriety cannot be expressed as acceptable internal controls are not in place; losses / fraud resulting from these weaknesses were discovered.

2.2.3 In addition to the above the following audit was undertaken. In this case, a memorandum was produced, rather than a full report:

- Post-16 Education Grant (*Education*)
- The timing of work commencement and signing/sealing contracts (*Corporate*)
- Waste Strategy (*Highways and Municipal*)

2.3 Follow-up Audits

2.3.1 The following table summarises the follow-up work completed during the period:

TITLE	DEPARTMENT	SERVICE	FOLLOW-UP OPINION
System for planning for the future of Children and Young People in Care	Social Services	Children and Families	Acceptable
Arrears of Dinner Money, Primary Schools	Education	Schools	Acceptable
Primary Schools Recruitment Arrangements	Education	Schools	Acceptable

2.3.2 The conclusion of follow-up work is placed in one of four categories:

Excellent – all recommendations implemented as expected.

Acceptable – most recommendations, including the majority of “essential” recommendations, implemented as expected.

Unsatisfactory – several recommendations not implemented.

Unacceptable – most recommendations (including essential recommendations) not implemented, and no evidence of efforts to improve internal controls.

2.3.3 The list below shows the ‘C’ or ‘CH’ opinion category reports presented to the Audit Committee as appendices to the quarterly reports, where a report to the Committee regarding the follow-up remains outstanding. The list shows the target completion date for each of these follow-up audits:

Completion Target: Quarter ending 31 March 2011

- Traffic Orders
- Escrow Agreements
- Bryn Afon
- Compliance with CoCo (GCSx Domain)
- Arrangements for Registering Births, Deaths and Marriages

Completion Target: Quarter ending 30 June 2011

- Record Management Unit
- Plas Silyn Leisure Centre
- Glan Wnion Leisure Centre

Completion Target: Quarter ending 30 September 2011

- Road Maintenance Framework Agreement
- Checks on Staff Lists

Completion Target: Quarter ending 31 December 2011

- Updating the Website

3 WORK IN PROGRESS

3.1 The following work was in progress as at 1 February 2011.

3.2 Draft reports released

- Mobile Phone Control (*Corporate*)
- Cash collection procedures (*Finance*)
- Adult Placement Scheme (*Provider and Leisure*)
- Bro Ffestiniog Leisure Centre (*Provider and Leisure*)
- Galw Gwynedd Contact Centre (*Customer Care*)
- Mobile Working and Perimeter Security (*Customer Care*)

3.3 Work in progress

- Language Units (*Education*)
- Ysgol Dyffryn Ogwen (*Education*)
- Ysgol Uwchradd Tywyn (*Education*)
- Ysgol y Berwyn (*Education*)
- Former Housing Stock - Retention Monies (*Corporate*)
- Use of External Translators (*Corporate*)
- Energy Use (*Corporate*)
- Grants (Environment Group) (*Corporate*)
- Grants: Corporate (*Corporate*)
- Performance Indicator Verification (*Corporate*)
- NFI (National Fraud Initiative) (*Corporate*)
- Ysgol yr Hendre PQQ and Tender (*Corporate*)
- Management of Flexible Hours Scheme and "TOIL" (*Corporate*)
- Anti-Fraud Arrangements - CIPFA "Red Book" (*Corporate*)
- Pensions - Employer contributions (*Finance*)
- Benefits System - Information Management and Calculations (*Finance*)
- Enablement of Home Care (*Provider and Leisure*)
- Control of Unofficial Funds (*Provider and Leisure*)
- Cist Gwynedd (*Economy and Community*)
- Third Party Network Users (*Customer Care*)
- Asbestos Control (*Customer Care*)
- Director of Social Services Annual Report (*Social Services*)
- Quality Management Arrangements (*Social Services*)
- Follow-up - Bryn Afon (*Provider and Leisure*)
- Follow-up - Compliance with CoCo (GCSx Domain) (*Customer Care*)
- Follow-up - Escrow Agreements (*Customer Care*)
- Follow-up - Traffic Orders (*Regulatory*)
- Follow-up - Arrangements for Registering Births, Deaths and Marriages (*Democracy and Legal*)
- Public Footpaths (*Regulatory*)
- Integrated Transport Unit (*Regulatory*)
- e-Procurement Project (*Strategic and Improvement*)
- Gwynedd Consultancy - Selection of Contractors (*Gwynedd Consultancy*)

4. RECOMMENDATION

4.1 The Committee is requested to accept this report on the work of the Internal Audit Section in the period from 1 December 2010 to 31 January 2011, comment on the contents in accordance with members' wishes, and support the recommendations already presented to the relevant service managers for implementation.

YSGOL COED MENAI Education

Purpose of the Audit

To ensure that arrangements at Ysgol Coed Menai for managing and mitigating risks are appropriate and in accordance with the Financial Regulations for Schools, Estyn guidelines and other relevant procedures.

Scope of the Audit

The main areas of income and expenditure according to the records in the 2009/10 and 2010/11 ledger (Cedar) were audited. The school's arrangements for controlling a range of various risks were also tested.

Main Findings

Audit tests were undertaken on 94 internal controls. The tests showed that good internal controls exist in 80 of these areas. The main findings of the audit were that the school had not registered in accordance with the Data Protection Act, and that there is a need to establish formal arrangements for the use of the two playing fields.

Audit Opinion

(B) The audit opinion is that partial assurance of financial propriety can be expressed in Ysgol Coed Menai as controls are in place, but there are aspects where some procedures can be strengthened. The main recommendations of the report are as follows:

- **Teachers should complete an 'Order Requisition Form' every time goods / services are ordered, ensuring that they have been signed and dated.**
- **Staff who have ordered and have received goods should sign the coding slip to confirm that goods have been received and that the prices are agreed.**
- **The Acting Headteacher should contact the Senior Estates Surveyor in the Property Unit in order to provide more formal arrangements with Penrhosgarnedd Football Club with regards to use of the two fields.**

YSGOL FRIARS Education

Purpose of the Audit

To ensure that arrangements at Ysgol Friars for managing and mitigating risks are appropriate and in accordance with the Financial Regulations for Schools, Estyn guidelines and other relevant procedures.

Scope of the Audit

The main areas of income and expenditure according to the records in the 2009/10 and 2010/11 ledger (Cedar) were audited. The school's arrangements for controlling a range of various risks were also tested.

Main Findings

Audit tests were undertaken on 102 internal controls. The tests showed that good internal controls exist in 86 of these areas. However, it was seen that only a small number of meetings of the Finance Committee had been held and that decisions that have been taken by Governors outside meetings of the Governing Body had not always been recorded. Inconsistencies were also seen between the school's final budget and the Finance Unit's monitoring spreadsheet.

Audit Opinion

(B) The audit opinion is that partial assurance of financial propriety can be expressed in Ysgol Friars as controls are in place, but there are aspects where some procedures can be strengthened. The main recommendations of the report are as follows:

- **The Headteacher should report on the school's end-of-year financial position to the Finance Sub-Committee or to the Governing Body.**
- **The governors should ensure that they hold a Finance Committee in accordance with the school's Budget Management Policy.**
- **The minutes of Governor meetings should show that the budget for the current year has been adopted.**
- **The Finance Unit and the school should agree upon the school's staffing budget from the start, ensuring that the totals on the Finance Unit's staff monitoring spreadsheet reconciles with the FMS system. Any changes to payroll costs during the year should be amended on both the monitoring spreadsheet and the FMS system.**
- **Orders should be raised before goods or services are received. If there is a need for a verbal order as a matter of urgency, this should be confirmed with a written order.**
- **Any decision made by the governors should be recorded in the minutes of Governor meetings.**
- **The school should create a software licensing policy and ensure that each member of school staff receives a copy.**
- **A software inventory should be in place, denoting the location of the software – i.e. the computer and department.**

HEALTH AND SAFETY - THE "GREY FLEET" Human Resources

Purpose of the Audit

The purpose of the audit is to ensure that arrangements are in place for managing the Council's grey fleet which comply with the Health and Safety at Work etc Act 1974 and The Management of Health and Safety at Work Regulations 1999.

Scope of the Audit

In order to ensure that the Council will manage the use of officers' personal vehicles, verify that the Council complies with Health and Safety legislation by ensuring that the Council's Health and Safety Policy includes the responsibility of officers when travelling on Council business. In addition, identify officers who have been denoted as 'car users' and ensure that they have received the appropriate guidance and that they are complying with these policy and guidelines. Also review the responsibility of the managers in relation to managing officers who are travelling on council business by ensuring that they are implementing the requirements in an appropriate manner. Audit the unit/department that is responsible for implementing, monitoring and managing the procedures for travelling whilst on Council business.

Main Findings

Over the past years, the Council has taken substantial steps forward with regards to its responsibilities for ensuring the safety of workers whilst travelling on Council business, by introducing a number of new policies for the management of driving risks. A "Management of Occupational Risk on the Road - Staff who Drive Vehicles for Business Use" policy has been adopted, and travel management guidance has been printed and distributed to managers, together with a handbook sent to all staff who have been denoted as car users. There has been investment in Tranman, a bespoke system, for the recording of the details of documentation such as licences and MOT & insurance certificates. Human Resources identified 1393 officers who had been denoted as car users, but during the audit it was discovered that only 280 had presented their documents. However, officers who work for the Provider Unit and Children's Social Services have not been included in the corporate arrangements, as these services have their own controls for the administration and monitoring of their driving risks and it appears that appropriate controls are in place for those officers within the Council who create the majority of high mileages.

Audit Opinion

(B) The audit opinion is that partial assurance of financial propriety can be expressed in the arrangements in place for managing Health and Safety - the "grey fleet" as controls are in place, but there are aspects where some procedures can be strengthened. The main recommendations of the report are as follows:

- **The Health and Safety Unit should amend the policy and guidance, so that it includes the requirement for officers who use their car on Council business to assume responsibility for presenting their legal documents to their line manager before the journey takes place, as well as completing and signing the vehicle declaration form.**
- **The Health and Safety Unit should consider amending the policy so that responsibility for checking and recording driving documents is the direct responsibility of the line managers, rather than the Support Unit and to this end, managers should have access to the Tranman system, with appropriate training arranged.**

CHECKS OF EMPLOYEE LISTS

Human Resources

Purpose of the Audit

The purpose of the audit is to ensure that appropriate arrangements are in place for checking the workers who appear on the Council's payroll and to ensure that the Council's departments are implementing the verifications in an appropriate manner.

Scope of the Audit

To enquire with the Support Unit what are the arrangements for producing and distributing the reports listing the Council's employees; review and audit the arrangements for ensuring that the Support Unit, together with all Council departments, are acting on the lists in an appropriate and correct manner.

Main Findings

It was discovered that the Support Unit does not have robust procedures in place for the production and distribution of lists of Council employees for verification. Several deficiencies were identified during the audit such as a lack of clear guidance to be prepared and distributed with the reports explaining to managers the purpose of undertaking the exercise of checking employee lists, and how and to whom any inconsistencies should be reported. Inadequate reports were also produced, i.e. they only contained workers who had started in their post or who had changed grades. However, by identifying these weaknesses, a discussion was conducted in order to find a solution to these problems and to ensure more effective action, and following a request by Internal Audit the Support Unit, with the assistance of the Senior Programmer/Analyst has established procedures for the preparation and distribution of employee lists which are far more effective and efficient, and confirmation has been received that arrangements are in place to undertake the exercise in the near future.

The main purpose of this exercise is to identify fake employees or to identify employees whose employment has come to an end but have remained incorrectly on the payroll. The importance of undertaking this exercise on a regular basis must be considered.

Audit Opinion

(C) The audit opinion is that assurance of financial propriety cannot be expressed in the arrangements for undertaking Checks of Employee Lists as the controls in place cannot be relied upon, but losses/fraud due to these weaknesses were not discovered. The main recommendations of the report are as follows:

- **The distribution list should be verified annually for validity, with the IT Unit informed of the results.**
- **Clear guidance should be prepared and distributed with a report to managers explaining the purpose of conducting the exercise of checking employee lists, together with explaining to whom the checks and any inconsistencies should be reported.**
- **Checks should be undertaken on a random sample of managers to ensure that the exercise of checking employee lists has received appropriate attention.**

STAFF PERFORMANCE REVIEWS - APPRAISAL Corporate

Purpose of the Audit

The purpose of the audit is to ensure that arrangements are in place so that Council officers are appraised annually and to an appropriate standard, in order to identify and provide for the development needs of Council officers, to contribute towards the Council's aims and values.

Scope of the Audit

To review the regime for appraisals, ensuring that officers have received training on the arrangements and requirements. To identify officers who have been appraised during the 2010/11 appraisal period and enquire of their opinion on the quality of the appraisal received. Also, to identify officers who have not been appraised, asking them for the reasons for this. The arrangements for manual workers are different to those for white collar staff, therefore manual workers will not be included in this review.

Main Findings

It was discovered that around 800 staff had attended training on the appraisal process over the last two years. One problem with the current arrangements is that some officers do not appraise their staff because they have not been appraised themselves. Although the appraisal process promotes the "top down" approach, this should not affect the appraisal of others. This has been emphasised to all heads by the Head of Human Resources but it is apparent that this has not received appropriate attention. It was highlighted during the audit that progress review meetings are not being held as required by the process. This means that there is no opportunity to discuss the objectives set in the action plan. It has been identified that responsibility for holding the corporate appraisal process rests with line managers, and failure to undertake this duty in an appropriate manner prevents the Council from achieving its needs and to develop the workforce. Another problem with the arrangements is that officers do not return the H4 form to confirm that an appraisal meeting has taken place and as a result a decision has been taken that an email should be sent to the training assistants to confirm that a performance review meeting has occurred. Failure to confirm that appraisal has been undertaken skews the statistics for the number of staff who have actually been appraised.

Audit Opinion

(B) The audit opinion is that partial assurance of financial propriety can be expressed in arrangements for Staff Performance Reviews as controls are in place, but there are aspects where some procedures can be strengthened. The main recommendations of the report are as follows:

- **Every Head of Department should remind Managers, Field Leaders and Supervisors who have responsibility for staff about the importance of preparing action plans and conducting progress review meetings with members of their teams.**
- **Managers, Field Leaders and Supervisors who have responsibility for staff should implement the usual appraisal process where a 'top down' approach has failed.**
- **Heads of Department should refer their managers to the under-performance policy and draw their attention to the failure to appraise staff.**

PREPARATIONS FOR IFRS - FIXED ASSETS

Finance

Purpose of the Audit

From the 2010/11 financial year onwards, Local Authorities will have to comply with IFRS - the International Financial Reporting Standards - when preparing their financial statements. One of the changes that need to be adopted is the way that the Council accounts for fixed assets. The purpose of this audit is to ensure that Gwynedd Council has taken appropriate steps to implement this change in order to achieve the new requirements.

Scope of the Audit

The scope of the audit includes verifying that Gwynedd Council treats fixed assets within the financial statements in accordance with IFRS, including reviewing the arrangements for collecting information that is needed to achieve the new requirements. The scope of the audit does not include checking the accuracy of the restatement of the accounts, as this falls within the scope of the work of the Wales Audit Office.

Main Findings

It was seen that the Accountancy Unit had taken the appropriate steps in order to adopt the new IFRS accounting standards with regards to fixed assets.

Audit Opinion

- (A) The audit opinion is that assurance of financial propriety can be expressed in Preparations for IFRS - Fixed Assets as the controls in place can be relied upon and have been adhered to.**

PREPARATIONS FOR IFRS - STAFF BENEFITS

Finance

Purpose of the Audit

From the 2010/11 financial year onwards, Local Authorities will have to comply with IFRS - the International Financial Reporting Standards - when preparing their financial statements. One of the changes that need to be adopted because of the requirements of IFRS is the way that the Council accounts for staff benefits. The purpose of this audit is to ensure that Gwynedd Council has taken appropriate steps to implement this change in order to achieve the new requirements.

Scope of the Audit

The scope of the audit includes verifying that Gwynedd Council's arrangements for accounting for staff benefits in accordance with IFRS (IAS19) including reviewing the arrangements for collecting information that is needed to achieve the new requirements. The audit will concentrate on the accuracy of the information received from the Council's Departments/Services. The accuracy of the restatement of the accounts falls within the scope of the work of the Wales Audit Office, and will not therefore be verified in this review.

Main Findings

It was seen that the Accountancy Unit had prepared thoroughly towards adopting IAS19. It was seen that a fair sample of staff holidays had been selected, with a reasonable cross-section taken across departments, workplaces and salary scales. Substantial worker categories had been identified, namely: Teachers, Others who work term-time only, APT&C (Administrative, Professional, Technical and Clerical) and Manual Workers (mainly Municipal and Provider). In considering the methodology for selecting the Accountancy Unit's sample and the relevant calculations seen in the working papers it was seen that an adequate sample had been selected and that the calculations made were appropriate. As a result, it is believed that the IAS19 accrual represents workers' benefits fairly in the accounts.

Audit Opinion

(A) The audit opinion is that assurance of financial propriety can be expressed in Preparations for IFRS - Staff Benefits as the controls in place can be relied upon and have been adhered to.

Y PAFILIWN LEISURE CENTRE

Provider and Leisure

Purpose of the Audit

To ensure that internal controls are in place at the leisure centre in order to mitigate the operational risks and that these controls are implemented.

Scope of the Audit

Examining samples of financial transactions for the 2009/10 financial year and the beginning of the 2010/11 financial year and examining the controls in place for stock control. Also, ensuring that the Centre conforms to any health and safety requirements.

Main Findings

Overall, it was seen that there are some instances of very good internal controls in the financial arrangements and the arrangements for signing documents. However, it was seen that some deficiencies exist with inventories and signing financial documents.

Audit Opinion

(B) The audit opinion is that partial assurance of financial propriety can be expressed in Y Pafiliwn Leisure Centre as controls are in place, but there are aspects where some procedures can be strengthened. The main recommendations of the report are as follows:

- **It should be ensured that two officers sign the bank paying-in book on each occasion.**
- **The “Point of Sale Transaction” reports should be signed and dated to confirm that they have been checked.**
- **The Cash Reconciliation Form should be completed on each occasion to reduce the risk of money going missing or counted incorrectly.**
- **The J999 SJ79 suspense account should have a balance of £0.00 at the end of each financial year which means that the credit balance that remains on the account since the 2009/10 financial year should be cleared.**
- **There should be appropriate arrangements in place for dealing with unpaid invoices.**
- **There should be separation of duties when ordering, receiving and paying for goods and services so that one officer cannot sign the verification boxes on the TR252 form and certify it for payment.**
- **An officer who is independent from the one who keeps the records should check the stock on the inventory on an annual basis, and then sign and date it.**
- **The inventory should contain the serial number of each item where appropriate.**
- **Fire alarms should be tested weekly in accordance with the Fire Policy and Evacuation Procedures.**

THE ADMINISTRATION OF MEDICATION IN COUNCIL HOMES Provider and Leisure

Purpose of the Audit

To ensure that the arrangements within the Council's residential homes for administering medication is appropriate, complies with legislation and is based on good practice.

Scope of the Audit

To audit the Provider and Leisure Department's procedures in relation to the administration of medication at the Council's residential homes, and confirming that the procedures that have been established are being followed appropriately in the homes. The procedures encompass aspects such as arrangements for storing medication in the homes and arrangements for document retention as well the steps that should be taken in the event of an error in the administration process.

Main Findings

Overall, there were robust arrangements in place. However, the main weakness identified was that not every worker in the homes had read the medication policy and are therefore not familiar with its contents. It was also seen that there is a need to strengthen the arrangements for monitoring the temperature of the medication rooms.

Audit Opinion

(B) The audit opinion is that partial assurance of financial propriety can be expressed in the procedures for the Administration of Medication in Council homes as controls are in place, but there are aspects where some procedures can be strengthened. The main recommendations of the report are as follows:

- **Every care worker in the Council's residential homes should be familiar with the contents of the Medication Policy.**
- **Homes should note on the MAR [the 'Medication Administration Record'] those occasions on which a resident has not taken their medication, with an explanation why not.**
- **Supervisors should occasionally (on a sample basis) verify the procedures, and sign and date documentation that confirms that verifications have taken place.**
- **Homes should record the allergies of each resident on the MAR as it is less likely to be missed if it was also noted there.**
- **In order to reduce the risk of keys going missing, consideration should be given to putting a clip on the key so that they can be attached to a worker's clothing.**
- **Records of the pharmacist's annual stock-check should be kept.**
- **The Council's residential homes should ensure that the temperature of the medication room does not exceed 25°C at any time, as well as ensuring that the temperature of the cold medication refrigerator is always between 2°C and 8°C. It would be good practice if the home were to record the minimum and maximum temperature of the medication room every day.**

ADMINISTRATION OF THE ELECTORAL REGISTER

Democracy and Legal

Purpose of the Audit

The purpose of the audit is to review the arrangements for administering the electoral register and ensuring that these arrangements comply with the Data Protection Act 1998 and The Representation of the People (England and Wales) (Amendment) Regulations 2002 (SI 2002/1871).

Scope of the Audit

To audit the elector registration forms and amendments forms to ensure that they include the appropriate declarations and that the details that have been registered on the electoral register are correct, as well as ensuring that details that have been recorded electronically are updated as appropriate. Also, to review the arrangements for selling and releasing the electoral register.

Main Findings

It was found that the Registration Office has appropriate arrangements in place for the administration of the electoral register, which is the annual canvass. It was seen that Eros, the system for administering the electoral register, is comprehensive with regards to the requirements of the service. It was seen that arrangements are being implemented appropriately, and in a timely manner, by the Registration Officer to ensure that it corresponds with the timetable for releasing the electoral register on 1st December. It was also seen that a protection service for canvassers is provided through an external provider, however guidelines with regards to this were not seen in the canvassers' handbook.

Audit Opinion

(B) The audit opinion is that partial assurance of financial propriety can be expressed in the Administration of the Electoral Register as controls are in place, but there are aspects where some procedures can be strengthened. The main recommendations of the report are as follows:

- **The Registration Unit should report access to the Council Staff Safety database as necessary.**
- **The security arrangements provided should be detailed in the canvassers' handbook.**

GLYNLLIFON COUNTRY PARK Economy and Community

Purpose of the Audit

To ensure that arrangements at Parc Glynllifon are appropriate in order to manage and mitigate risks in accordance with the Council's financial rules and other relevant procedures.

Scope of the Audit

The main areas of expenditure and income according to the records in the financial ledger (Cedar) for 2009/10 and 2010/11 were audited. The Park's arrangements for controlling a variety of risks were also audited.

Main Findings

The main findings were that there are some cases where an official receipt is not offered when income is received, that the Park does not have a current inventory and that there are no arrangements to report on the condition of the Park's vehicle and any defects discovered on it.

Audit Opinion

(B) The audit opinion is that partial assurance of financial propriety can be expressed at Glynllifon Country Park as controls are in place, but there are aspects where some procedures can be strengthened. The main recommendations of the report are as follows:

- **An official report should be presented from the TR32b book for cash received from traders who attend events at the Park.**
- **When money is collected at the gate, rather than at the shop, a system should be adopted to record the number of visitors that have attended the event.**
- **It would be good practice if the Maritime and Country Parks Officer would provide monthly budget monitoring reports for the Park Manager.**
- **It should be ensured that appropriate forms are completed regularly to report upon the condition of the Park's vehicle and any defects discovered.**

PADARN COUNTRY PARK Economy and Community

Purpose of the Audit

To ensure that arrangements at Parc Padarn are appropriate in order to manage and mitigate risks in accordance with the Council's financial rules and other relevant procedures.

Scope of the Audit

The main areas of expenditure and income according to the records in the financial ledger (Cedar) for 2009/10 and 2010/11 were audited. The Park's arrangements for controlling a variety of risks were also audited.

Main Findings

The main finding was that control at the Park was generally good. Despite this, it was seen that the Park does not have a current inventory.

Audit Opinion

(B) The audit opinion is that partial assurance of financial propriety can be expressed in Padarn Country Park as controls are in place, but there are aspects where some procedures can be strengthened. The main recommendations of the report are as follows:

- **When annual parking tickets are sold by other traders on behalf of the Park, an official receipt should be presented from the TR32b receipt book at the time of transferring the cash.**
- **The imprest level should be increased if the current level is inadequate.**
- **There should be a current inventory listing furniture, fixtures, fittings and equipment at the Park.**
- **The inventory should be reviewed and updated annually; the person who has reviewed the list should sign and date it.**

UPDATING OF THE WEBSITE AND INTRANET SITE Customer Care

Purpose of the Audit

The purpose of the audit is to ensure that there are procedures in place to update the Council's website in an appropriate, correct and timely manner, where relevant. There is also an intention to ensure that these principles are also being implemented for updating the intranet site.

Scope of the Audit

It is intended to review that the arrangements and resources are in place to update the website and the intranet site, and also to review a sample of contents to ensure compliance with good practice.

Main Findings

During the fieldwork of this audit it was expressed that the content management system is not suitable for the current requirements of the corporate website and the intranet and there are concerns that the system will not be able to achieve the necessary tasks for future development without a substantial drain on resources. Cases were noted where the current system is unable to allow the implementation of this audit's expected controls. It was noted that the acquisition of a content management system is the subject of a collaborative project between North Wales authorities.

With respects to accessibility, there is a need to undertake an assessment of the situation of the Council's current corporate website, comparing it with the requirements of relevant standards and legislation.

There is a need to outline to content authors the guidance that attachments should be avoided within website and intranet pages if the information being presented is likely to be reviewed and amended.

A viable and practicable strategy for the intranet should be documented, and there is a need to formalise the responsibilities and rights of relevant offices in order to allow the implementation of the strategy once it has been approved.

There is a need to include an element of security to the testing processes within the methodology for developing Council systems, in addition to testing that the systems fulfill the required tasks.

Audit Opinion

(C) The audit opinion is that assurance of financial propriety cannot be expressed in Updating of the Website and Intranet site as the controls in place cannot be relied upon, but losses/fraud due to these weaknesses were not discovered. The main recommendations of the report are as follows:

- **Security elements should be included in the process for testing new website developments within the official development methodology in addition to the general testing that the developments achieve the user's initial requirements.**
- **The intranet development strategy should note the formal structure for managing the intranet in a manner similar to that currently in place for developing the corporate website, so that it is clear which officers have permission to approve developments to the intranet and which official processes must be followed in order to achieve this.**
- **The importance of a prominent 'date-stamp' on website and intranet attachments should be emphasised in order to give them context. This should be included in the website publication guidelines.**

**INFORMATION AND COMMUNICATION TECHNOLOGY CONTRACTS -
PUBLIC SECTOR BROADBAND AGGREGATION (PSBA) CONTRACT
Customer Care**

Purpose of the Audit

The purpose of the audit was to ensure that the measures and controls in place for the Information Technology Unit's contract was in place as expected.

Scope of the Audit

To review the contract in place for the PSBA ("Public Sector Broadband Aggregation"), the upgrade to the Council's network which involves joining a public sector network which has benefits in terms of speed and resilience.

Main Findings

It was seen that monitoring and management for this contract had been of a good standard and that the task had been achieved as expected.

Some items were noted where administrative aspects could be improved upon for this contract and for future projects. It was seen that there was no specific paper file for this task, and that documents were kept in an electronic format. There were no copies of some key documents which would have proven that official processes had been followed in each case. For example, there was no copy of the form that approves variations with an appropriate signature. In addition, no analysis of the quotations had been received in order to undertake an exercise for comparing these sums with the sums that have been invoiced for the work.

Audit Opinion

(B) The audit opinion is that partial assurance of propriety can be expressed in the administration of and arrangements for the PSBA Contract as controls are in place, but there are aspects where some procedures can be strengthened. The main recommendations of the report are as follows:

- **A request for as detailed an analysis as possible of quotation figures should be made so that an exercise can be undertaken to ensure that the sums that have been invoiced are in accordance with the agreed amounts.**
- **Every item of key documentation that needs to be printed and signed should be copied as evidence that this has been done, either by photocopying it to create a hard copy, or by scanning in order to create an electronic copy.**

DATA MANAGEMENT

Social Services

Purpose of the Audit

To ensure that the Data and Performance Unit collects data in accordance with Welsh Assembly Government guidance and that staff are aware of and understand their responsibilities.

Scope of the Audit

To audit the procedures within the Data and Performance Unit in order to review how they deal with the data of indicators PMI and PM2, for which they are responsible, and confirm that the procedures that have been established are in accordance with Assembly Government guidance.

Main Findings

Examples of acting in accordance with the Council's performance management arrangements were seen, and therefore with the requirements of the Assembly Government. However it was seen that one source was not available to analyse the performance indicator data, and that there is a weakness in the training system for relevant officers. Appropriate steps should be taken to strengthen arrangements within the area audited. Overall it was seen that the work of collecting data for the performance indicators was of a very good standard.

Audit Opinion

(B) The audit opinion is that partial assurance of propriety can be expressed in the data management arrangements as controls are in place, but there are aspects where some procedures can be strengthened. The main recommendations of the report are as follows:

- **It is suggested that the Performance and Data Unit arranges a meeting / training on Assembly Government guidance to ensure that officers who collect the data are clear on the information that is needed and their responsibilities. This could also be beneficial in building a good working relationship. It should be ensured that the guidelines are distributed to relevant officers, both internal and external.**
- **Efforts should continue to have one reliable data source for performance indicators, e.g. RAISE. In the meantime, and if practicable to do so, a general format should be created for the collection of data, which would facilitate its collation.**
- **Since decisions are made based upon the performance indicators, it is important that a high percentage of data received is checked in order to ensure that it is accurate and reliable. Those indicators whose data is considered to need improvement need to be targeted.**
- **Those officers who are late in submitting their data should be reminded of their responsibilities to provide data to the Unit at the appropriate time.**

SOCIAL SERVICES EMERGENCY PROCEDURES

Social Services

Purpose of the Audit

The purpose of the audit is to ensure that the Council's Social Services emergency procedures comply with statutory requirements, relevant guidance and good practice, including verifying that appropriate procedures exist to protect and assist individuals in an emergency and that Council officers have been trained to the required standard.

Scope of the Audit

The scope of the audit includes checking Social Services' procedures in relation to emergency arrangements and confirming that the established procedures are based on statutory requirements and good practice. The audit will investigate if the resources of Social Services are suitable to cope with emergencies, by finding which facilities are available to individuals, whether they are rest centres or other relevant support.

Main Findings

The main findings of the audit is that the business continuity plans of 'Housing - Supporting People' and 'Housing - Homelessness' are incomplete. In addition, it was found that the Homelessness Unit would not be able to cope in an major emergency with providing temporary housing for individuals who have been displaced.

Audit Opinion

(B) The audit opinion is that partial assurance of financial propriety can be expressed in Social Services Emergency Procedures as controls are in place, but there are aspects where some procedures can be strengthened. The main recommendations of the report are as follows:

- **The business continuity plans for Housing – Supporting People and Housing – Homelessness should be completed as soon as possible.**
- **The ‘Major Emergency Accommodation Plan’ should be updated to include the names and contact numbers of suitable establishments that could offer temporary accommodation to individuals who have been made homeless.**
- **Arrangements should be considered where Social Services make regular contact with private companies and the County’s medical centres in order to identify and register vulnerable individuals who do not receive assistance by the Council so that they can be identified quicker in an emergency.**
- **Although relevant officers at the Respite Centres should have a current first aid qualification, it is recommended that the process of identifying first aid officers is strengthened and, if possible, copies of certificates should be received annually.**

ROAD MAINTENANCE CONTRACTS

Highways and Municipal

Purpose of the Audit

The purpose of the audit will be to review the Highways and Municipal Department's procurement arrangements for purchasing cyclical work from contractors.

Scope of the Audit

The scope of the audit will be to review how the Department purchases the following works from external contractors - resurfacing (ledger code - PWT04), grass cutting (PWT14), weed control (PWT15) and road markings (PWT19).

Main Findings

It was seen that the task of preparing new agreements has slipped and that an agreement does not exist for grass-cutting work, and that agreements for road marking and weed control have been extended for a period further than that noted in the original notice, which means that the Department is not complying with European procurement rules.

Audit Opinion

(C) The audit opinion is that assurance of propriety cannot be expressed in Road Maintenance Framework Agreement as the controls in place cannot be relied upon, but losses/fraud due to these weaknesses were not discovered. The main recommendations of the report are as follows:

- It should be ensured that the contract for grass cutting is put out to tender as soon as possible.
- The Management System Officer should be aware of the entire Department's work requirements so that frameworks can be put in place that are feasible for the use of more than one unit (e.e. the weed control contract).
- It should be ensured that the current contracts for weed control and road markings are no longer used.
- The work of preparing the weed control and road marking tender documents should start summarily so that a new contract is in place as soon as possible.