


Internal Audit


Follow up Audit Committee Summaries

2022/23

Follow up report: Blue Badges

Follow up report: Blue Badges						
<p>Original audit assurance rating</p>  <p>Substantial</p>		Extreme	High	Medium	Low	
	Number of actions				1	
	Implemented				1	
	Superseded					
	Progressing					
	Not implemented					
	<p>A follow-up audit has been conducted to determine the progress made by the Blue Badge Team to implement the action agreed in the internal audit report Blue Badges (Ref. 2022-33, February 2023). Our original audit provided substantial assurance over the adequacy and effectiveness of the council's blue badge scheme to operate within regulations, legislation and government guidance, ensuring only eligible applicants are issued badges and to reduce occurrences of badge abuse and fraud.</p> <p>One medium risk action was agreed with the Head of Customer Access Service to be implemented by February 2023 and based on the information and evidence provided to us, we are satisfied the agreed action has been implemented. The Head of Customer Access Service has introduced a mechanism to review badge applications in excess of the stated 28 days processing performance measure. The service has approached the software provider requesting a new report, however this is still a work in progress. The Head of Customer Access Service mentioned a new telephony system has been implemented, scheduled to go live in September 2023, providing smart reports to improve service information and delivery.</p>					

Follow up report: School Property Maintenance Traded Services

Follow up report: School Property Maintenance Traded Services						
<p>Original audit assurance rating</p>  <p>Substantial</p>		Extreme	High	Medium	Low	
	Number of actions					2
	Implemented					1
	Superseded					
	Progressing					1
	Not implemented					
	<p>A follow-up audit has been conducted to determine the progress made by the Building Group Team implementing agreed actions from the internal audit report for school property maintenance traded service (PROp), issued in October 2022. Our original review provided substantial assurance over the adequacy and effectiveness of the control framework to assess the adequacy of marketing the traded service, ensuring contributions cover costs, maintaining quality of service, effectively managing contractors and administering a balanced budget.</p> <p>Based on the information and evidence provided to us, we are satisfied the School's Portal had been appropriately updated. The old PROp prospectus 2017/20 was removed and replaced with the current scheme's 2023/26 version and contact details have been amended. Letters of understanding were sent out in March 2023 to schools as part of the new three-year PROp scheme and the annual renewal, which required stakeholder signatures. The Implementation of Oracle Fusion caused delays, during the year end process and the confirmation of school contribution balances was issued later than scheduled, therefore not all schools had returned signed contracts. The service has proposed an extension to the original agreed action implementation date to the end of July 2023, enabling them to obtain all outstanding signed contracts.</p>					