



ADUR & WORTHING COUNCILS

Ward(s) Affected: N/A

INTERNAL AUDIT PROGRESS REPORT

REPORT BY THE ACTING HEAD OF INTERNAL AUDIT

Executive Summary

1. Purpose

This report seeks to update Members of this Committee with:

- 1.1 The current performance of the Internal Audit Section.
- 1.2 Summary information on the key issues raised in final audit reports issued since our last report to the Committee.
- 1.3 The current status on the implementation of agreed audit recommendations.
- 1.4 Progress on the implementation of actions arising from the ADC Tax Licensing fact finding audit.
- 1.5 Fraud work conducted by the Councils' Corporate Investigations Team.

2. Recommendations

2.1 Recommendation One

That the Committee note the contents of this report.

3. Context

3.1 Background

Each quarter, a report is produced for this Committee which details the Internal Audit Section's performance against the current Annual Internal Audit Plan and summarises the results of audit work carried out.

4. Issues for Consideration

4.1 Internal Audit Performance - 2017/18

The 2017/18 Annual Internal Audit Plan presented to the Joint Governance Committee on 28th March 2017 contained 511 days and 34 items of audit work to be undertaken by the Internal Audit Service during the year.

Since approval, the audit plan has been revised to accommodate requests to move audits to different parts of the year and to take account of changes in requirements. The current plan is summarised as:

Period	No of audits planned	No of days planned	% of days planned
Quarter 1 (April – June)	3	82	16.1%
Quarter 2 (July – September)	10	139.5	27.3%
Quarter 3 (October – December)	5	67	13.1%
Quarter 4 (January – March)	15	222.5	43.5%
	33	511	100%

As at 28th February, 437.75 days (86.2%) of the planned days had been delivered. Attached as **Appendix 1** is a summary of the current status of audits in the plan.

4.2 Final Audit Reports

Recommendations made in audit reports are categorised according to their level of priority as follows:

Priority 1	Major issues for the attention of senior management.
Priority 2	Other recommendations for local management action.
Priority 3	Minor matters.

Internal Audit's assurance opinions accord with an assessment of the controls in place and the level of compliance with these controls. During the course of an audit, a large number of controls will be examined for adequacy and compliance. The assurance level given is the best indicator of the system's control adequacy. The assurance levels and their associated explanations are:-

Full Assurance	There is a sound system of control designed to achieve the system objectives and the controls are being consistently applied.
Satisfactory Assurance	While there is a basically sound system, there are weaknesses that put some of the system objectives at risk, and/or there is evidence that the level of non-compliance with some of the controls may put some of the system objectives at risk.

Limited Assurance	Weaknesses in the system of controls are such as to put the system objectives at risk, and/or the level of non-compliance puts the system objectives at risk.
No Assurance	Control is generally weak, leaving the system open to significant error or abuse, and/or significant non-compliance with basic controls leaves the system open to error or abuse.

A summary of the final reports issued since our last report to this Committee, including the key issued raised, is attached as **Appendix 2**.

Since our report to the Committee in November 2017, thirteen reports have been finalised; ten of these was a Satisfactory Assurance, two were Limited Assurance and one was No Assurance. Twenty three P1 recommendations were raised within these reports.

Details of the Priority 1 and Priority 2 recommendations raised within these reports have been circulated to Members prior to the meeting in a separate briefing note.

4.3 Follow up of Audit Recommendations

In accordance with the Council's Follow-Up Protocol, we have continued following-up the status of implementation of recommendations contained in final audit reports. The Audit App is now used to monitor the implementation of recommendations.

Follow-up is undertaken to ensure that all recommendations raised have been successfully implemented according to the action plans agreed with the service managers. The Follow-up Protocol requires implementation of 80% of all priority 2 and 3 recommendations and 100% of priority 1 recommendations. The current performance in relation to these targets for the last 3 years is shown in the tables below:

Analysis of status of recommendations 2015/16

	Total Due	Imp	%	Carried Over (Not Impl'd)	%	FU & Overdue	%	FU & No Response	%	Total % NOT Impl'd	FU Not Due	Total
P1	45	41	91.1%	2	4.45%	2	4.45%	0	0%	8.9%	0	45
P2	89	70	78.7%	11	12.3%	8	9%	0	0%	21.3%	0	99
P3	20	14	70%	3	15%	3	15%	0	0%	30%	0	20
Total	154	125	81.2%	16	10.4%	13	8.4%	0	0%	18.8%	0	154

Analysis of status of recommendations 2016/17

	Total Due	Imp	%	Carried Over (Not Impl'd)	%	FU & Overdue	%	FU & No Response	%	Total % NOT Impl'd	FU Not Due	Total
P1	18	12	66.7%	0	0%	6	33.3%	0	0%	33.3%	0	18
P2	92	50	54.3%	9	9.8%	33	35.9%	0	0%	45.7%	0	92
P3	11	6	54.6%	0	0%	5	45.4%	0	0%	45.4%	0	11
Other	18	11	61.1%	0	0%	7	38.9%	0	0%	38.9%	0	18
Total	139	79	56.8%	9	6.5%	51	36.7%	0	0%	36.7%	0	139

Analysis of status of recommendations 2017/18

	Total Due	Imp	%	Carried Over (Not Impl'd)	%	FU & Overdue	%	FU & No Response	%	Total % NOT Impl'd	FU Not Due	Total
P1	1	1	100%	0	0%	0	0%	0	0%	0%	18	19
P2	1	1	100%	0	0%	0	0%	0	0%	0%	38	39
P3	1	1	100%	0	0%	0	0%	0	0%	0%	13	14
Other	0	0	0%	0	0%	0	0%	0	0%	0%	0	0
Total	3	3	100%	0	0%	0	0%	0	0%	0%	69	72

Attached as **Appendices 3, 4 & 5**, are tables which summarise the current follow-up status of recommendations made in final audit reports from audits contained in the 2015/16, 2016/17 and 2017/18 Audit Plans. The shaded boxes indicate where changes have occurred since our last report.

4.4 ADC Taxi Licensing – Fact Finding Report

In our report to the Committee on 27th November, we provided an update in respect of actions taken to address the findings and recommendations made in the ADC Taxi Licensing fact finding audit report.

At its' meeting on 30th January, the Committee requested a further update be brought to this meeting. Attached as **Appendix 6**, is the service's update and updated Action Plan and officers are in attendance to provide any further details and answer any questions if required.

4.5 Fraud

Since the Committee's meeting on 22nd November 2016 we have provided an update/summary of fraud work conducted within the Councils.

The update provided as **Appendix 7** details the work completed by the Councils' Corporate Investigations Team since April 2017.

5. Engagement and Communication

- 5.1** Internal Audit attends monthly meetings with the Chief Financial Officer on progress against the plan. Issues arising and potential plan changes are discussed both at these meetings and whenever necessary.

6 Financial Implications

- 6.1** There are no financial implications arising from this report.

7. Legal Implications

- 7.1** There are no legal matters arising as a result of this report.

Background Papers

None

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Sustainability & Risk Assessment

1. Economic

Matter considered and no issues identified.

2. Social

2.1 Social Value

Matter considered and no issues identified.

2.2 Equality Issues

Matter considered and no issues identified.

2.3 Community Safety Issues (Section 17)

Matter considered and no issues identified.

2.4 Human Rights Issues

Matter considered and no issues identified.

3. Environmental

Matter considered and no issues identified.

4. Governance

The report does not seek to meet any particular Council priority.

	Project	Joint	ADC only	WBC only	Field Work complete	Draft Issued	Final Issued	Assurance level	Assurance at previous audit
1	Leaseholder Charges		*		Y	Y	Y	No	No comparable previous audit
1	Gas Safety Inspections		*		Y	UR			
1	Housing Repairs		*		Y	Y	UR		
2	Firewall & Cyber Security	*			Y	Y	Y	Satisfactory	No previous audit
2	Compliance with the Data Protection Act	*			Y	Y	UR		
2	Fixed Assets	*			WIP				
2	Contract Management audit - Voluntary & Community contract	*			Y	Y	Y	Satisfactory	No previous audit
2	Corporate Governance	*			Y	Y	Y	Satisfactory	Satisfactory
2	Handyman Service	*			Y	Y	Y	Limited	No previous audit
2	Homelessness	*			Y	UR			
2	Budget Management	*			Y	Y	Y	Satisfactory	Satisfactory
2	Human Resources	*			Y	Y	Y	Limited	Limited
2	Debt Management	*			WIP				
3	Treasury Management		*		Y	Y	Y	Satisfactory	Satisfactory
3	Rent Collection and Collection of Arrears	*			Y	Y	Y	Satisfactory	Satisfactory
3	Cashiering	*			Y	Y	Y	Satisfactory	Satisfactory
3	Payroll	*			Y	Y	UR		
3	ICT Management & Strategy	*			Y	Y			
3	GDPR Readiness/Gap Analysis	*			Y	Y			
4	Creditors	*			Y	Y	Y	Satisfactory	Satisfactory
4	Debtors	*			Y	Y	Y	Satisfactory	Satisfactory
4	Revenues (Council Tax & NDR)	*			Y	Y			
4	Benefits	*			Y	Y	Y	Satisfactory	Satisfactory
4	General Ledger	*			Y	Y	Y	Satisfactory	Satisfactory
4	Capital Accounting	*			Y	Y	UR		
4	Academy Application audit	*			Y	Y			
4	Risk Management	*			Y	UR			
4	Garage Management		*		WIP				
4	Change Management	*			P				
4	Tax Risk assessments (IR35)	*			P				
4	Decorating Vouchers		*		P				
4	Compliance with Public Contacts Regulations 2015	*			P				
4	Mats - Governance & Management arrangements	*			P				

KEY

P In Planning stage

WIP Work In Progress

UR Under review

Key issues from finalised audits

Appendix 2

Audit Title	Assurance Level & Number of Issues	Summary of key issues raised
Benefits (2017/18)	Satisfactory (Two Priority 2 recommendations)	No P1 recommendations raised.
Budget Management (2017/18)	Satisfactory (Two Priority 2 recommendations)	No P1 recommendations raised.
Cashiering (2017/18)	Satisfactory (One Priority 2 and One Priority 3 recommendations)	No P1 recommendations raised.
Contract Management - Voluntary & Community Sector Infrastructure Support Service (2017/18)	Satisfactory (Two Priority 2 recommendations)	No P1 recommendations raised.
Corporate Governance & Ethical Standards (2017/18)	Satisfactory (Two Priority 2 recommendations)	No P1 recommendations raised.
Creditors (2017/18)	Satisfactory (Two Priority 3 recommendations)	No P1 recommendations raised.
Debtors (2017/18)	Satisfactory (Three Priority 2 recommendations)	No P1 recommendations raised.
General Ledger (2017/18)	Satisfactory (Three Priority 2 and Two Priority 3 recommendations)	No P1 recommendations raised.
Handyman Service (2017/18)	Limited (Five Priority 1, Five Priority 2 and One Priority 3 recommendations)	<p>The P1 recommendations were raised to address the need for:</p> <ul style="list-style-type: none"> - The completion of a Cost v Benefits analysis of the service and decide whether the provision of this non-mandatory service should continue in its current format; - The re-design of the Handyman Service request form to include a Data Protection Fair Processing statement; - A procurement exercise for the provision of the Service; - A DBS check for the acting handyman; and - Contract monitoring arrangements including performance management.
Human Resources (2017/18)	Limited (Three Priority 1 and Four Priority 2 recommendations)	<p>The P1 recommendations were raised to address the need for:</p> <ul style="list-style-type: none"> - The completion of all relevant checks for starters including the retention of evidence to support the completion of new employee checks (references, qualifications etc); - The completion of Right to Work checks the retention of evidence to support this; and - Introducing a means of centralised formal monitoring for the completion of mandatory training.

Audit Title	Assurance Level & Number of Issues	Summary of key issues raised
Leaseholder Charges (2017/18)	No Assurance (15 Priority 1, 21 Priority 2 and One Priority 3 recommendations)	<p>The P1 recommendations were raised to address the need for:</p> <ul style="list-style-type: none"> - A documented Leasehold Management Policy; - The update of the HMS to indicate which properties have leases which are considered “defective”; - Automatically generated invoices from the HMS; - Updating the leaseholder accounts to accurately reflect that the 2017/18 ground rent has been invoiced; - Establishing debt recovery procedures and undertaking these; - Management monitoring to ensure service standards are being met; - Establishing a laid down procedure to ensure Section 20B notices are issued whenever required; - Reviewing and updating the Section 20B notice to ensure it complies with legislative requirements; - A complete revamp of how major works are invoiced to ensure works are accurately billed; - Effecting a process whereby any potential works, where the costs may not be recoverable, are identified at the earliest opportunity; - Reviewing the Policy in respect of options available to leaseholders for payment of major works; - Effecting an approved process to ensure that any future loans/arrangements are correctly actioned; - Providing consistent information to leaseholders in respect of their long term payment options and the charges that are applied to any loan agreements; - Rationalise and define a Policy detailing where and how documentation to support leaseholders processes is to be retained; and - Rectification of the issue with indexing documents to Information @ Work and scanning outstanding documents to it.
Rent Collection (2017/18)	Satisfactory (One Priority 2 and One Priority 3 recommendations)	No P1 recommendations raised.
Treasury Management (2017/18)	Satisfactory (One Priority 2 and One Priority 3 recommendations)	No P1 recommendations raised.

	Joint Audit	Final Report Date	Assurance level	Recs not applicable for follow up	Total No of Recs	Number of agreed recs completed	Percentage of recs completed	Recs carried over into next audit	%of recs carried over	Number of recs outstanding	1	2	3	Percentage of recs outstanding	Key auditees	Comments
Chief Executive																
Corporate																
Delivery of Corporate Priorities & Surf's Up Agency	*	May-16	Satisfactory	1	2	2	100%									COMPLETE
Annual Governance Statements	*	N/A	N/A													N/A
Corporate Governance	*	Jul-16	Satisfactory	1	1			1	100%							NFA - Recommendation carried forward into 16/17 audit
Risk Management	*	May-16	Satisfactory		3	1	33%	2	67%							16/17 audit confirmed 2 recs carried over and one complete
Project Management	*															COMPLETE
Use of Consultants	*	Jun-16	Limited		11	11	100%									COMPLETE
Communications																
Communications	*	Mar-16	Limited	8												COMPLETE - new approach has superceded recommendations made
Director for Economy																
Place & Investment																
Fixed Assets	*	Feb-17	Limited	1	5			5	100%							No update provided since Oct 17 - area is being re-audited at present so issues will be addressed and followed up as part of that audit.
Growth																
Planning Services	*	Sep-15	Satisfactory		2	2	100%									COMPLETE
Local Development Framework	*	Aug-16	Satisfactory		2	2	100%									COMPLETE
Community Infrastructure Levy	*	May-16	Satisfactory	2	1	1	100%									COMPLETE - JSC decision in Jan 18 negated the need for 2 recs.
Director for Communities																
Housing																
Housing Rents	ADC	Jun-16	Satisfactory		4	3	75%	1	25%							Audit in 16/17 confirmed that this rec is still outstanding so have been carried over into that audit
Adur Building Services DSO	ADC	Mar-16	Limited	2	15	15	100%									COMPLETE - Update provided on 2/11 confirmed remaining 2 recs have now been completed.
Wellbeing																
Public Health	*	Aug-16	Satisfactory		5	5	100%									COMPLETE
Empty Property Management	*	Jul-16	Satisfactory		4	4	100%									COMPLETE
Director for Customer Services																
Revenues & Benefits																
WBC Benefits	WBC	Jun-16	Satisfactory		3	3	100%									COMPLETE
CenSus - Council Tax	ADC	Mar-16	Satisfactory	1	4	4	100%									COMPLETE
Waste & Cleansing																
AWCS	*	Oct-15	Satisfactory		1	1	100%									COMPLETE
Customer Contact & Engagement																
Electoral Services	*	Aug-16	Limited	2	14	13	93%			1	0	1	0	7%	T Bryant	Outstanding rec being addressed with assistance from external contractor - deadline revised to Feb 2018
Building Control & Land Charges																
Building Control	*	Nov-15	Satisfactory		5	5	100%									COMPLETE
Director of Digital & Resources																
Finance																
General Ledger	*	Jun-16	Satisfactory		5	3	60%	2	40%							16/17 annual audit confirmed 3 recs as complete & 2 were reiterated in 16/17 report
Cashiering	*	Aug-16	Satisfactory		2	1	50%	1	50%							16/17 audit confirms this rec still to be actioned (procedures) has been reiterated in 16/17 report.
Creditors	*	Jul-16	Satisfactory		2			2	100%							16/17 audit confirmed both recs still O/S and were reiterated in 16/17 report.
Debtors	*	Apr-16	Satisfactory	1	2	2	100%									COMPLETE
Payroll	*	Apr-16	Satisfactory		4	2	50%	2	50%							16/17 audit confirms these recs are still to be actioned and have been reiterated in 16/17 report.
Corporate Fraud Management	*	N/A	No Opinion report													
Treasury Management	*	May-16	Satisfactory		2	2	100%									COMPLETE
Legal																

Design & Digital																
Freedom of Information Performance Management	*	Nov-15	Limited	4	5	5	100%									
	*	Oct-15	Satisfactory	5												
Delivery of Digital Strategy	*	Feb-17	Satisfactory		2	1	50%			1	0	1	0	50%	P Brewer	COMPLETE Update provided confirmed PM process has totally been revised & recs from this audit are now no longer applicable. One rec confirmed as complete - no update re outstanding rec
Business & Technical Services																
Decent Homes - report from 14/15 fact funding	ADC	Mar-16	Nil		28	28	100%									COMPLETE
Computer Audits																
IT Resilience	*	Apr-17	Limited	1	8	2	25%			6	2	4	0	75%	S Taylor	Update provided through Audit App confirmed all 5 are still in progress COMPLETE
Public Services Network	*	Sep-15	Satisfactory		3	3	100%									
Cloud Computing	*	Oct-16	Satisfactory		7	3	43%			4	0	1	3	57%	B Bastable/ K Rowe	Updates provided through Audit App confirmed no progress on 4 still outstanding
Google Mail post implementation review	*	Jan-17	Satisfactory		2	1	50%			1	0	1	0	50%	B Bastable	update provided via App -1 rec still needs progressing
					154	125	81%	16	10%	13	2	8	3	8%		

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Chief Executive																						
Director for Economy																						
Culture	WBC	Nov-17	Limited		8									8	3	4	1		100%			No update provided on progress
Place & Investment	*	Feb-17	Satisfactory		10									10	1	7	2		100%	L Dine		No update provided on progress - recs need to be assigned now Head of Dept has left
Director for Communities																						
Housing																						
Rent Collection and Collection of Arrears	ADC	Jun-17	Satisfactory		3	3	0	2	1		100%											COMPLETE
Right to Buy	ADC	May-17	Satisfactory	1	4	4	0	3	1		100%											COMPLETE
Sheltered Accommodation	ADC	Jun-17	Satisfactory		5	5	1	4	0		100%											COMPLETE
Works to Void Properties	ADC	Jun-17	No		11	11	7	4	0		100%											COMPLETE
Wellbeing																						
Voluntary & Community - contract procurement	*	Feb-17	Limited		6	6	2	4	0		100%											COMPLETE
ADC Taxi Licensing fact find	ADC	Sep-17	No Opinion work	7	18	11	0	0	0	11	61%			7	0	0	0	7	39%	K Adderson		Action Plan is being regularly reviewed - detailed updates beign provided to JGC
Leisure																						
South Downs Leisure Trust - Contract Management	WBC	Jun-17	Satisfactory	2	4	4	1	3	0		100%											COMPLETE
Director for Customer Services																						
Revenues & Benefits																						
WBC Revenues (Council Tax & NDR)	WBC	Aug-17	Satisfactory	1	4	1	0	1	0		25%	3	75%									3 outstanding recs re-raised in 17/18 audit
WBC Benefits	WBC	Jun-17	Satisfactory		2	1	0	1	0		50%	1	50%									1 outstanding rec re-raised in 17/18 audit
CenSus - NDR	ADC	Jun-17	Satisfactory	3																		Recs no longer applicabel following return of Adur NDR to A & W
Waste & Cleansing																						
Fleet & Transport Management	*	Feb-17	Satisfactory		4	3	1	2	0		75%			1	0	1	0		25%	A Northeast		Update provided - 1 rec outstanding
Building Control & Land Charges																						
Local Land Charges	*	Aug-16	Satisfactory		4	2	0	2	0		50%			2	0	2	0		50%	M Perryman/ G Goacher		No update provided for 2 in progress
Director of Digital & Resources																						
Finance																						
Medium Term Financial Strategy	*	Nov-16	Full																			No recommendations to follow up
General Ledger	*	Jun-17	Satisfactory		5	2	0	2	0		40%	3	60%									17/18 confirmed 2 recs complete & 3 re-iterated
Capital Accounting	*	May-17	Satisfactory		1	1	0	0	1		100%				0							COMPLETE
Treasury Management	*	Apr-17	Satisfactory		1	1	0	0	1		100%											COMPLETE
Creditors	*	Mar-17	Satisfactory		2							1	50%	1	0	1	0		50%	Y Stillwell		17/18 audit confirmed outstanding rec cannot be addressed until implementation of new FMS
Debtors	*	Apr-17	Satisfactory	1	2	1	0	1	0		50%			1	0	1	0		50%	Y Stillwell		17/18 audit confirmed rec cannot be addressed until implementation of new FMS
Payroll	*	Apr-17	Satisfactory		9	8	0	7	1		89%	1	11%									17/18 audit re-iterated 1 rec.
Cashiering	*	May-17	Satisfactory	1	5	4	0	4	0		80%			1	0	1			20%	A Simmons		17/18 audit confirmed 1 rec still to be implemented
Invest to Save Schemes	*	Nov-16	Satisfactory		7									7	0	7	0		100%	E Thomas		No update provided
Legal																						
Corporate Governance	*	Jun-17	Satisfactory		5	1	0	1	0		20%			4	1	2	1		80%	S Sale/ S Gobey		17/18 annual confirmed these recommendations as still outstanding
Design & Digital																						
Risk Management	*	May-17	Satisfactory	1	3									3	0	2	1		100%	M Lowe		17/18 audit confirmed recs still outstanding
Business & Technical Services																						
Contract Management audit - Mobile Phones	*																					
Splashpoint Gym Equipment Fact Finding	WBC	N/A	No Opinion work																			No follow up required
Corporate Planned Maintenance Programme	*	Jun-17	Satisfactory	2																		No update provided re outstanding recs
Project Cost Control - Final Accounts - Project Closure	*	Feb-17	Satisfactory		3	1	0	1	0		33%			2	1	1	0		67%	J Mandalan/R Bateman		
Computer Audits																						
Remote Access protals/VPN	*	Apr-17	Satisfactory		2	1	0	1	0		50%			1	0	1	0					Update in App confirmed 1 rec as still outstanding.
Telecomm Management	*	Apr-17	Satisfactory	1	1	1	0	1	0		100%											COMPLETE
Cross Service Audits																						
Fire Risk Management	*	Jun-17	Satisfactory		10	7	0	6	1		70%			3	0	3	0					No update provided re outstanding 3 Adur Homes recs - owner recently left Council so ownership of rec needs to be re-assigned
Welfare Reform - Support to claimants	*																					
					139	79	12	50	6	11	57%	9	6%	51	6	33	5	7	37%			

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Chief Executive																						
Director for Economy																						
Place & Investment																						
Fixed Assets	*																					
Director for Communities																						
Housing																						
Rent Collection and Collection of Arrears	ADC	Jan-18	Satisfactory		2									2	1	1	0	100%	P Turner	Action Plans are being drawn up to address the issues		
Leaseholder Charges	ADC	Mar-18	No		39									39	21	3	0	100%	C Anthill/ N Freeman			
Gas Safety Inspections	ADC																				COMPLETE - Decision taken to discontinue service therefore all other recs no longer applicable.	
Housing Repairs	ADC																					
Homelessness - Temporary Accommodation	*																					
Handyman Service	*	Jan-18	Limited	10	1	1	1	0	0	0	100%											
Garage Management	ADC																					
Decorating Vouchers	ADC																					
Wellbeing																						
Contract Management audit - Voluntary & Community contract	*	Feb-18	Satisfactory	1	1	1	0	1	0	0	100%											COMPLETE
Director of Digital & Resources																						
Finance																						
Budget Management	*	Dec-17	Satisfactory	1	1									1	1	0	0	100%	E Thomas	Recs to be followed up through Audit App when due		
General Ledger	*	Mar-18	Satisfactory		5									5	3	2	0	100%	J Gamlin			
Capital Accounting	*																				Recs to be followed up through Audit App when due	
Treasury Management	*	Dec-17	Satisfactory		2	1	0	0	1	0	50%			1	1	0	0	50%	P Coppleman			
Compliance with IR35 - Tax legislation	*																					
Creditors	*	Feb-18	Satisfactory		2									2	0	2	0	100%	Y Stillwell			
Debtors	*	Feb-18	Satisfactory	1	2									2	2	0	0	100%	S Montgomery			
Payroll	*																					
Cashiering	*	Mar-18	Satisfactory		2									2	1	1		100%	A Simmons			
Legal																						
Corporate Governance & Ethical Standards	*	Jan-18	Satisfactory		2									2	2	0	0	100%	S Sale			
Compliance with the Data Protection Act	*																					
Design & Digital																						
Risk Management	*																					
People																						
Human Resources	*	Feb-18	Limited	1	6									6	3	0	0	100%	H Christmas	Recs to be followed up through Audit App when due		
Revenues & Benefits																						
Revenues (Council Tax & NDR)	*																					
Benefits	*	Feb-18	Satisfactory		2									2	2	0	0	100%	P Tonking	Recs to be followed up through Audit App when due		
Computer Audits																						
Firewall & Cyber Security	*	Oct-17	Satisfactory		5									5	1	4	0	100%	J Jonker	Recs to be followed up through Audit App when due		
GDPR Readiness/gap analysis	*																					
Revs & Bens - Academy application	*																					
Mats - governance & management arrangements	*																					
Review of Technology Strategy	*																					
Contract Audits																						
Compliance with Public Contracts Regulations 2015	*																					
Cross Service Audits																						
Debt Management	*																					
Change Management	*																					
					72	3	1	1	1	0	4%	0	0%	69	38	13	0	96%				

Taxi Audit Actions Update for Joint Governance Committee 27/3/18.

Appendix 6

Progress on the Taxi Audit action plan was last reported to JGC on 28/11/17.

Currently 18 out of 25 recommendations have been completed in full. Due to the re-profiling of the Digital enhancement programme, the 3 recommendations identified as requiring review and improvement with the introduction of a new management information system are on hold. The Digital Team have scheduled an initial scoping exercise starting in July 2018 and in the meantime practical scoping and requirements are being identified within the Licensing Team to enable the Digital Team to pick up and run with the brief in the summer.

The remaining 4 outstanding items are all scheduled for completion by the end of 2018 and are in hand. These concern the introduction of Disability and Equality awareness training, and subscribing to the DVLA online checking service. The recommendation that consideration be given to requesting that taxi drivers subscribe to the DBS update service has received positive feedback from the Joint Taxi Operational Planning Group on 6/2/18 and this will be taken forward to the Forums in May. There is an implication for the Councils, in that a reduction in the use of the service for checking drivers (if they self-service) may result in the loss of the DBS registration to Adur and Worthing as a whole. This will be taken forward with HR colleagues. Wider consultation is underway with regard to disabled access and wheelchair accessible vehicles. These issues were discussed at the November 2017 forums and brought to the February Joint Operational Group. Further work is still needed to consult with a wide range of disability groups and women's groups and other organisations with a wider transport interest.

The Service continues to benchmark with other Sussex Authorities, checking for best practice enabling continuous improvement. For example members of the team visited Arun Council Taxi Licensing in January 2018 and wider benchmarking will be ongoing.

KJA 20/02/18.

ADC Taxi Licensing Fact Find – Recommendations **Action Plan Update 20/02/18**

Ref	Recommendation	Action to be taken	By whom	Implementation date	Current
1.3.1	The draft Handbook should be expanded to include details of regular trade meetings, when consultations should occur and who with, the process for changing the tariff, procedures for dealing with complaints from the public about the conduct of taxi drivers, and the process for updating the Handbook.	Formal procedures and processes will be in an appendix to the handbook and will be a separate link on the website.	SJ	December 2017 Completed 29 Dec Website went live 2 Jan.	Completed - ADC Taxi Handbook Published. Formal Guidance & Protocol covering complaints, tariff, trade meetings etc. published on Website
1.3.2	Part 1 - All financial procedures (including procedures for receiving, recording and banking of licence fee income) should be documented. Furthermore, all procedures should be reviewed and updated when Northgate M3 is replaced.	Detailed procedures for recording the receiving of fees is already in place. These will be reviewed and updated on the introduction of a new IT system.	KJA	Part 1 completed Part 2 will be completed as part of the future Digital work is programme, but main action is closed.	Part 1 Completed Pending - The Digital work programme is delayed due to resourcing within the Digital Team
1.3.3	The draft Handbook should be finalised as soon as practicable in order that the Service are working to an approved and finalised set of policies and procedures.	Virtually complete and ready for publication just awaiting a decision on roof sign specification for Private Hire vehicles.	SJ	Completed. Published 29 Dec. Webpages went live 2 Jan.	Completed. Handbook published on website.
1.3.4	Before the draft Hackney Carriage & Private Hire Licensing Handbook is finalised, representations should be requested and considered from a wide range of local disability groups, women's groups and other organisations with a wider transport interest.	Public consultation completed including with the Mobility Access group. Mobility Access roadshow also held in Summer 2017. Currently consulting with the taxi forum on the Disabled Access Charter and Wheelchair Accessible Vehicles, which was taken to the Operational A&W Group in February 2018 and agreed to take to full trade meetings in May. Also working on linking up with issues of safety of women in the night time economy.	TB	Current Handbook signed off Dec 2017) (see 1.3.3) Sept 2018 start Review to extend consultation as described. WAVs and Disabled Persons Charter brought to recent Operational	Completed - signed off by Cllr Butcher & Mary D'Arcy Pending - Review of ADC & WBC handbooks planned for end of 2018. Consultation period programmed for November 2018 Disabled Charter and Disability & Equality Awareness

Ref	Recommendation	Action to be taken	By whom	Implementation date	Current
				Forum 22/11/17 for consultation and further discussed at meeting 6/02/18	Training agreed to take to full Trade Meetings in May 2018. Meeting favoured in house training as per the CSE training provided by officers.
1.3.5	Consideration should be given to the draft Handbook being reviewed by Legal Services before it is finalised.	All reports concerning applications, policy and handbook are forwarded at the draft stage to senior officers and the council's legal services who routinely make observation, suggestion and amendments.	TB	December 2017	Completed
1.3.6	Part 1: The checklist used for processing driver licence applications should be expanded to include attendance at disability awareness and CSE courses. Part 2: A separate checklist for processing vehicle licence applications should be adopted.	The driver licence checklist already includes sections on disability awareness and CSE and so does the M3 procedures include these. Vehicle licence checklist is already on the application form and also on M3 system's procedures.	TB	October 2017 Done.	Completed
1.3.7	Arrangements should be effected to ensure that all have attended the CSE course.	Monitoring is in place and record is made on individual's M3 record. Note - 460 drivers have completed a course, 46 are outstanding - next course dates 12/12/17.	TB	September 2017	Completed
1.3.8	DBS certificates received from applicants should be handled in accordance with the DBS Code of Practice, and should not be scanned onto M3. IN PLACE	It is not current procedure to scan DBS certificates on to the system. Any offences that show are recorded manually against the driver's file and DBS copy taken is destroyed securely as the Code of Practice dictates.	TB	September 2017 Done.	Completed

Ref	Recommendation	Action to be taken	By whom	Implementation date	Current
1.3.9	The Council should subscribe to the online facility for checking driving licence details provided by the DVLA.	Agreed will streamline procedures and provide up to date & accurate data including historic offences. The council will apply to be registered. The fee is £3,000 registration then only £1 per search. (Budget £500 pa)	SJ	April 2018 (new financial year) Application to be made December '17	In Train Application forms being prepared
1.3.10	When a renewal of a DBS check is due, the new DBS certificate should be viewed before the previous certificate's expiry date, and the certificate number should be recorded on M3.	This is Current process Issues: on occasion certs are delayed by the DBS service, sometimes for months particularly if the applicant has resided in the London area in the past. No new licences are issued without a complete DBS. Please see below.	See 1.3.11	See 1.3.11	Completed
1.3.11	Consideration should be given to requesting taxi drivers to subscribe to the DBS Update Service Consideration should be given to requesting taxi drivers to subscribe to the DBS Update Service.	Agreed. We do encourage them and would like to make it compulsory. This would eliminate any issues as identified at 1.3.10 (Costing £44.00 + £13.00 to applicant)	TB	Business case by January 2018. Subject to legal advice & possible Cttee Consideration. Advice from legal 1 Feb - that this is an administrative process and does not require Committee or Trade Consultation.	In Train Issue discussed by Operational A & W Group and trade members were supportive of change. A look at implications to rest of council of loss of DBS registration being embarked on
1.3.12	Consideration should be given to requiring existing drivers to undertake disability awareness training.	As part of the handbook review 2018 we will consult on this forming part of any renewal of a licence. It is compulsory for all new drivers to undertake this training currently.	SJ	September 2018 Brought to Operational A & W Group in Feb. Proposal broadly supported.	In Train Issue to be discussed at May Trade meetings

Ref	Recommendation	Action to be taken	By whom	Implementation date	Current
1.3.13	A review of the time taken to process licence applications should be conducted in order that any possible improvements in the procedure can be identified in order to reduce the length of time some applications are taken to process.	Current procedures have been streamlined and co-location of all staff at Portland House have improved communication and process oversight. Further improvements may be made as part of the digital programme work due to start in 2018	KJA	December 2017	Main action Completed Future improvements as part of the digital programme can be reviewed - delayed due to Digital resourcing-scoping July 2018?
1.3.14	Consideration should be given to the setting of service targets, including the time taken to respond to telephone calls and emails. Where targets are set, systems and processes should be put into place for the monitoring and reporting of such. This should include ensuring that the new Taxi Licensing system is capable of recording the time taken to progress each licence application through each stage of the application process and be able to produce performance reports, which should be regularly produced and reviewed by management. Where possible performance data should be regularly compared with data from other local authorities.	Team to agree service targets by Jan 2018	SJ	January 2018 Performance targets. And then new system to incorporate easy reporting of service performance targets. Benchmarking will be undertaken. Benchmarking exercise took place with Arun on 22 Jan. Further exercise planned with Crawley.	Part 1 Completed - Service Plan finalised 30.01.18 Manual monitoring to take place until new IT system introduced Benchmarking Exercise on-going
1.3.15	Cheque and cash income from licence fees should be banked at least weekly	Since the move to Portland House all revenue paperwork is completed and monies banked every week on a Wednesday.	TB	September 2017 Done, every Wednesday	Completed
1.3.16	The new Taxi Licensing system, which will replace Northgate M3, should be capable of producing income reports which can be reconciled with monies for banking.	Agreed	KJA	November 2018 - Subject to Digital Timetable (J-D 2018?)	Part of future digital programme Delayed due to resourcing in Digital Team - estimate scoping will commence July 2018.

Ref	Recommendation	Action to be taken	By whom	Implementation date	Current
1.3.17	The process for changing the hackney carriage tariff should be documented.	It is laid out in the legislation. Flow chart to be produced and added to Handbook appendices as per 1.3.1	TB	December 2017	Completed - Published on Website
1.3.18	When there is a change to the hackney carriage tariff, the new tariff advertised to the public in accordance with Section 65(2) of the Local Government (Miscellaneous Provisions) Act 1976 should be checked for accuracy. Furthermore, any press releases and written communications should be checked and reviewed by Legal Services before they are issued.	Agreed and checked by Licensing officer and Team Leader for Licensing.	SJ	October 2017 Worthing tariff increase successfully implemented November 2017.	Completed
1.3.19	Any change to the hackney carriage tariff should be notified to each taxi driver in writing at the earliest opportunity (after the end of the 14 day consultation period)) and should advise the effective date for the tariff increase and detail the arrangements for updating meters.	Agreed.	SJ	October 2017 Tested on introduction of new tariff in Worthing - November 2017.	Completed
1.3.20	The Licensing Office should retain details of any legal advice received from Legal Services.	File located on N:Drive but agree to also set up a dedicated legal file on shared Google Drive (if deemed secure under DPA) - requirements of new GDPR requirements from May 2018 to be reviewed	SJ	December 2017 Subject to check with Legal.	Completed - File on N Drive. Looking at feasibility of setting up secure Google file in accordance with GDPR.
1.3.21	Where a there is an allegation of misconduct by a Council officer, an Investigating Officer should be appointed by the Head of Service in accordance with the Disciplinary Policy. Furthermore all complaints about the Taxi Licensing service should be routed through the Corporate Complaints procedure and should be responded to in accordance with that procedure's guidelines.	Agreed. No allegations of misconduct have been received in 2017 - to be actioned as required Staff have been trained on the use of the corporate complaints procedure	JC	September 2017	Completed

Ref	Recommendation	Action to be taken	By whom	Implementation date	Current
1.3.22	Where a complaint about the Taxi Licensing service is investigated via the Corporate Complaints Procedure, a response should be sent to the complainant before the prescribed deadline.	Agreed See 1.3.1 will be produced as part of the suite of appendices to the handbook	JC	December 2017	Completed - Protocol & PH & R Enforcement Policy Published on Website
1.3.23	Procedures for investigating complaints received from the public about the conduct of taxi drivers should be fully documented.	See 1.3.1 will be produced as part of the suite of appendices to the handbook in the form of a handbook. Complaints are currently recorded on individuals M3 file and will be on the shared google enforcement file.	TB	December 2017	Completed - Protocol & PH & R Enforcement Policy Published on Website
1.3.24	Full details of action taken in response to a complaint about an individual taxi driver should be recorded on the M3 system.	They are and recorded on individuals M3 file and will be on the google enforcement file. See 1.3.23	TB	Dec 2017	Completed
1.3.25	Officers should ensure that all information provided to the Licensing Committee is complete and accurate.	Officers always endeavour to provide accurate, up to date and complete information to members. All committee papers are checked by legal and senior officers prior to publication.	SJ	September 2017	Completed

Officers:

SJ - Simon Jones - Team Leader Licensing

TB - Teresa Bowley - Taxi Licensing Officer

KJA - Kathryn Adderson - Public Health & Regulation Manager

JC - Jacqui Cooke - Head of Wellbeing

Corporate Investigations Team – Fraud update (statistical information from 1 April 2017 to 8 March 2018)

Update on work since last report to JGC in November 2017

In January 2018 the Corporate Investigations Team commenced a review on behalf of the Housing Department, of all 2148 persons currently on the Adur & Worthing Housing Register. This project is due to be completed by the end of April 2018. The Team are verifying every application for discrepancies and changes in circumstance, which may lead to re-banding of the application and/or removal from the register.

The Team have been working very closely with the Housing Solutions Team since commencing the Housing Register review on their behalf. There have been four successful investigations which have led to persons being removed from the register. People have been found to have significant undeclared capital from the sale of former properties, or to have not been resident in the area at all.

Since November, the Team has had five successful investigations leading to the recovery of the Adur Homes properties. There were for a variety of reasons, including undeclared ownership of another property and non-residency.

The Team also work closely with Housing Solutions regarding Homeless Applications and have provided information leading to four persons being found not homeless, after providing false statements regarding their circumstances.

The Team continues to cover investigations into all other aspects of Housing Fraud, including Right to Buy applications. They also verify information on a daily basis for the Housing Register, Successions, Transfers, Rent in Advance and Housing Allocations teams. This information, due to the urgency of the matters, is dealt with within 24 hours of receipt.

Type of fraud	Investigation	Result	Recovery/Saving £
Housing Tenancy	Tenancy fraud	5 successful investigations leading to recovery of Adur Homes properties	400,000
Homeless Assistance	Assisted Housing	4 declined homelessness applications	72,000
Total Recovery/Saving			472,000