



MALDON DISTRICT COUNCIL

**INTERNAL AUDIT
FOLLOW UP OF RECOMMENDATIONS**

JULY 2019

Summary

Audit	Total Recs	Status			To follow up	Complete		In Progress		Not Due		Overdue		% Complete
		H	M	L		H	M	H	M	H	M			
15/16. Risk Management - High Level Review	5	1	4	-	5	-	5	-	-	-	-	-	-	100%
16/17. Channel Shift	7	-	7	-	7	-	1	-	-	-	-	-	6	14%
16/17. Information Governance PCI/DSS	4	1	3	-	4	-	3	-	-	-	-	1	-	75%
16/17. Planning	5	-	5	-	5	-	3	-	-	-	-	-	2	60%
16/17. Flooding	5	-	5	-	5	-	3	-	1	-	1	-	-	60%
17/18. Economic Development/ Business Rate Growth	4	-	4	-	4	-	3	-	-	-	1	-	-	75%
17/18. Partnership Working	3	-	1	2	1	-	1	-	-	-	-	-	-	100%
17/18. Disaster Recovery and Business Continuity	6	-	5	1	5	-	1	-	4*	-	-	-	-	20%
17/18. Contract Procurement Management and Purchasing	6	-	3	3	3	-	3	-	-	-	-	-	-	100%
17/18. Attendance Management	2	-	1	1	1	-	1	-	-	-	-	-	-	100%
17/18. Elections Improvement Plan	6	-	3	3	3	-	3	-	-	-	-	-	-	100%
17/18. Business Resilience	5	-	3	2	3	-	3	-	-	-	-	-	-	100%
17/18. Budget Setting	1	-	1	-	1	-	1	-	-	-	-	-	-	100%
18/19. Budgets and Performance Management	4	-	1	3	1	-	1	-	-	-	-	-	-	100%
18/19. Main Financial Systems	2	-	1	1	1	-	1	-	-	-	-	-	-	100%
18/19. Safe and Clean Environment	6	-	5	1	5	-	2	-	1	-	2	-	-	20%
18/19. Transformation Programme	1	-	1	-	1	-	-	-	-	-	1	-	-	0%
Total	89	2	68	19	70	7	43	-	6	-	5	1	8	

Summary

Introduction

We regularly follow up progress with the implementation of recommendations raised by Internal Audit and quarterly we report to the Audit Committee. We request commentary by responsible officers on the progress towards implementation of our recommendations and for high and medium priority recommendations we verify the progress to source evidence and conclude either that the recommendation is complete or incomplete. This report represents the status of all internal audit recommendations as at 30 June 2019.

2015/16 Recommendations

19 high and medium priority recommendations were made in 2015/16, 18 of which were previously reported as implemented. 1 medium priority recommendation was followed up as part of the 2019/20 internal audit of Risk Maturity which has now been completed. The 2015/16 has now been closed and the new recommendations arising from the 2019/20 audit will be taken forward and reported to the Audit Committee in due course.

2016/17 Recommendations

For 2016/17 we raised a total of 35 high and medium priority recommendations. From this we note:

- 24 recommendations have been implemented
- 1 recommendation is in progress relating to Flooding
- 1 recommendation is in progress relating to Flooding with a revised implementation date which is not yet due for follow up
- A further 9 are overdue relating to the audit of Channel Shift (6 recommendations) and Planning (2 recommendation) and Information Governance PCI/DSS (1 recommendation). These recommendations will be implemented under the Future Council Model

2017/18 Recommendations

22 high and medium recommendations were raised in 2017/18. The current position of these recommendations is as follows:

- 17 (medium priority) are considered implemented relating to Economic Development, Partnership Working, Procurement & Contract Procurement Management and Purchasing, Business Resilience and Disaster Recovery, Attendance Management, Main Financial Systems, Elections improvement Plan and Business Continuity
- 4* (medium priority) are in progress relating to Disaster Recovery and Business Continuity, which have revised implementation dates which are not yet due. These recommendations will be superseded by the IT Disaster Recovery audit which is scheduled for Q3.
- 1 medium recommendation relating to Economic Development has a revised implementation date which is not yet due

2018/19 Recommendations

8 medium recommendations have been raised in 2018/19. The current position of these recommendations is as follows:

- 3 are considered implemented as previously reported relating to Budgets and Performance Management (1 recommendation), Main financial Systems (1 recommendation) and Safe and Clean Environment (1 recommendation)
- 1 has now been completed relating to Safe and Clean Environment
- 1 is in progress and 2 are not yet due relating to Safe and Clean Environment
- 1 is not yet due relating to Transformation Programme

Recommendations: Complete

RECOMMENDATION MADE	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
2018/19- Safe and Clean Environment				
<p>Performance monitoring should be evidenced as undertaken on a set periodic basis, with any performance discussion minuted. If performance targets are not being met, and rectification notices are being issued, the contractor should be asked to provide a response for the reason for the missed targets. An action plan should be created to record the actions that need to be taken by both the Council and the contractor, who is responsible for implementing each action and the timeframes for this. The action plan should be presented at every contract monitoring meeting so it can be updated with the actions addressed.</p> <p>b) A review of performance targets should be undertaken. If the current target for missed bins is not feasible, an additional target should be created above which performance would be deemed unsatisfactory. Other key performance indicators should be considered to identify if these would assist in the monitoring of performance, based upon management knowledge of the service and contract. Based upon our experience at other Councils, we have found the following indicators commonly used:</p> <ul style="list-style-type: none"> - Number of customer complaints - Turnaround time at delivery points - Vehicle breakdowns - Number of delayed collections - Timeliness of container deliveries 	Medium	Carol Love - Waste and Street Scene Manager	<p>31 January 2019</p> <p>July 2019</p>	<p>Performance monitoring meetings are now minuted and action points noted. Performance is discussed at regular contract monitoring meetings. Action plans, as recommended, are being implemented in January 2019.</p> <p>Other performance indicators as outlined above have been considered and implemented as appropriate.</p> <p>A revised target for missed bins has been revised and for 2019/20 it is 15 justified reports of missed bins per working day.</p> <p>IA Comments - Actions taken have been implemented in accordance with the recommendation and propose this finding is closed.</p>

Recommendations: In Progress

RECOMMENDATION MADE	PRIORITY LEVEL	MANAGER RESPONSIBLE	DUE DATE	CURRENT PROGRESS
2018/19- Safe and Clean Environment				
<p>The Council should work with the contractor to determine the monitoring and performance targets to be implemented which are commensurate with the risk and value of the contract. Monitoring should then be undertaken on a set periodic basis, with monitoring reports provided by the contractor to enable an assessment of performance against predetermined targets. Any performance below target should result in an action plan being put in place by the contractor to enable them to meet the Council's expectations</p>	Medium	Carol Love - Waste and Street Scene Manager	<p>11 January 2019</p> <p>July 2019</p>	<p>This contract is currently considered to be a low risk by the council, this is evidenced by the lack of complaints by the public and parish councils also the Community Protection Officers visually monitor the district on a daily basis. If the levels of cleanliness of the district should begin to drop then resources will be applied to monitoring and maintaining standards.</p> <p>The contractors for Street Cleansing have carried out the service for many years and the level of performance during that time has been consistently high. All flytipping and complaints are dealt with quickly and within expected timescales. Although no programmed monitoring is currently undertaken due to resources it is recognised that this should be implemented and this is included in this year's Business Plan.</p> <p>Internal audit confirmed that soft market testing has been undertaken to ensure the Council is getting value for money. If confirmed the SLA with the contractors will be updated to include these indicators.</p> <p>The Council is going through changes at the moment and a re-structure of how the council works. Any monitoring of both the street cleansing contract and waste contract will be undertaken by the new Community Engagement Team. Although the new team is in place, there were a number of vacancies which they are recruiting to. The Team will determine how proceed with the monitoring</p>

				requirements at their next team meeting.
2016/17- Flooding				
Consider the appropriateness of the current allocation of the various flooding responsibilities and reporting lines for both officers and committees, to identify if there are opportunities to increase alignment for flooding related matters. Ensure the Members and officers understand the allocation of responsibilities and reporting lines for the different aspects of flooding related matters and the rationale for those allocations.	Medium	Emma Foy Director of Resources	June 2019	Awaiting response.



FOR MORE INFORMATION:

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