

Internal Control Reviews
Summary of Findings

26th November 2018

Year	Audit ref:	Audit	Service Area	Finding	Action	Overall Rating	Management Response	Action Date	Status
18/19	1	Temporary Workers	Corporate	<p>1. This is a lack of strategic overview of the process.</p> <p>2. Adequate policies, procedures and guidance notes are not in place.</p> <p>3. A register of consultants is maintained but this is not fit for purpose.</p> <p>4. Staff are not recruited via agencies that are on the CCS framework, reliance placed on the exemption process.</p> <p>5. A number of the exemption report forms reviewed were incomplete.</p> <p>6. The value of purchase orders sometimes exceeded the value of the approved exemption report form.</p> <p>7. A lack of evidence was available to demonstrate that the intermediaries legislation (known as IR35) was always being complied with.</p> <p>8. Evidence was not always available to demonstrate that the appropriate checks had been undertaken prior to engaging temporary workers.</p> <p>9. A review of the statements of work found that they were not always completed consistently for all temporary workers.</p>	<p>-The ownership and management of the processes for engaging temporary workers should sit with HR.</p> <p>- All policies, procedures and guidance relating to temporary workers should be reviewed/ updated to ensure that they are fit for purpose.</p> <p>- The over reliance on the exemption process to engage, or to continue to engage temporary workers should cease with immediate effect.</p> <p>- A review of all current temporary workers should be undertaken to determine whether their services are still required.</p> <p>- Exemption report forms should be completed in full and approved/ endorsed before the individual/ service commences.</p> <p>- IR35 status of each temporary worker should be established prior to engagement.</p> <p>- The policies, procedures and guidance referred to in section 2.2 should make explicit the checks that are required when recruiting individuals.</p> <p>- The policies, procedures and guidance referred to in section 2.2 should make explicit the requirement and processes relating to the production of a statement of works.</p> <p>- Regular and robust reviews should be undertaken to monitor performance and progress and these should be evidenced.</p>		<p>1. The HR and Payroll Manager is now the gatekeeper of the process for engaging temporary workers.</p> <p>2. The Temporary Worker Register has been implemented and will be used to report to management board at the start of each month.</p> <p>3. Work is underway to review all of the policies and procedures relating to temporary workers.</p> <p>4. Going forward the procurement of temporary workers will be overseen by the HR and Payroll Manager.</p> <p>5. Senior management have been provided with the Temporary Worker Register and are reviewing all those currently engaged.</p> <p>6. Following on from the senior management restructure a review of authorised signatories is being undertaken.</p> <p>7. Action is being taken to ensure that the IR35 status of each worker is clear, and evidenced.</p> <p>8. The Temporary Worker Procedure, including the Off-Payroll Worker Engagement Form, specify the checks required for the recruitment of temporary workers.</p> <p>9. The review of current temporary workers also includes the completion of a statement of works.</p> <p>10. Training will be arranged via the Managers sessions.</p>	November 2018	Partially completed

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Summary of Findings

26th November 2018

Year	Audit ref:	Audit	Service Area	Finding	Action	Overall Rating	Management Response	Action Date	Status
18/19	2	Asset Management Debt	Economy, Assets & Culture	<p>1. There is a lack of documented procedures within the estates team.</p> <p>2. Transactions are being approved by inappropriate personnel.</p> <p>3. An annual verification of property/land assets has not been undertaken and there has been no reconciliation between RAM and the property management system.</p> <p>4. There are a number of vacant posts within the estates team.</p> <p>5. Limited training has been provided to those staff in post.</p> <p>6. Limited debt recovery action has been taken due to resourcing issues within the team. As at 01 August 2018, the total value of asset management debt outstanding was £2,204,203.32. Outstanding debt relating to insurance totals £3,832.65.</p> <p>7. Key performance indicators have been established but performance has not been reported on for over a year.</p>	<p>- Process maps/checklists should be produced which cover the key tasks and activities undertaken by the estates team.</p> <p>- Adequate resource should be directed in to getting the property management database up-to-date.</p> <p>- A review of the authorised officers for the estates service should be undertaken.</p> <p>- A full reconciliation between RAM and the property management database should be undertaken.</p> <p>- A recruitment strategy, to address the shortfall in resources within the estates team, should be developed and implemented.</p> <p>- A training programme should be put in place to ensure that all staff have access to and completed all relevant training.</p> <p>- Going forward, all agreed performance measures should be reported on at the specified frequency, with explanatory notes included as required.</p>		<p>1. A resource is being identified to assist with drafting some basic procedures.</p> <p>2. Work around the authorised signatories is already ongoing and should be completed within the next couple of weeks.</p> <p>3. A reconciliation between RAM and the property management system will be undertaken following the 16/17 SoA closure.</p> <p>4. A recruitment strategy has been drafted and is in the process of being implemented.</p> <p>5. A review will be undertaken to identify training needs and how these can be best met.</p> <p>6. The role of the credit controller has been scoped and recruitment started.</p> <p>7. The performance measures will be reviewed and amended as required to ensure that they provide an accurate base from which to monitor the key elements of the service.</p>	March 2019	Partially completed