

Report To: Audit Committee **Date:** 23 April 2019
Report By: Corporate Director Environment, Regeneration and Resources **Report No:** AC/05/19/SA/APr
Contact Officer: Andi Priestman **Contact No:** 01475 712251

Subject: Internal Audit Progress Report – 4 February To 29 March 2019

1.0 PURPOSE

- 1.1 The purpose of this report is to enable Members to monitor the performance of Internal Audit, to discharge their scrutiny and performance monitoring roles and gain an overview of the overall control environment throughout the Council.
- 1.2 The Monitoring Report from 4 February to 29 March 2019 is attached as an Appendix **Appendix 1** to this report since its content is essential to the understanding of the Council’s control environment.

2.0 SUMMARY

- 2.1 There were 2 internal audit reports finalised since the last Audit Committee meeting in February 2019:
- Mobile Phones
 - Stock and Inventory Procedures – Quarterly Checks
- 2.2 These report contained 10 issues categorised as follows:

| Red | Amber | Green |
|-----|-------|-------|
| 0 | 1 | 9 |

- 2.3 The fieldwork for the 2018/19 plan is almost complete and the current status of the plan is as follows:

| Stage | Number of Reports |
|-----------------------|-------------------|
| Final Report | 7 |
| Draft Report | 0 |
| Fieldwork Complete | 1 |
| Fieldwork in Progress | 4 |
| Planning | 0 |
| Not started | 0 |
| Total | 12 |

- 2.4 In relation to Internal Audit follow up, there were 6 items due for completion by 31 March 2019 and all items have been reported as completed by management. The current status report is attached at Appendix 2. **Appendix 2**
- 2.5 The CMT has reviewed and agreed the current status of actions.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that Members agree to note the progress made by Internal Audit in the period from 4 February to 29 March 2019.

Scott Allan
Corporate Director Environment, Regeneration and Resources

4.0 BACKGROUND

- 4.1 In April 2018, the Audit Committee approved the current Internal Audit Annual Plan which detailed a programme of activity to be undertaken during 2018-19.
- 4.2 Internal Audit regularly reports findings and action plans to relevant Council Officers and the Audit Committee as part of the annual audit plan. A follow up process is in place to allow follow up of current internal audit actions to be co-ordinated and updated by Internal Audit on a monthly basis with regular reporting to CMT and the Audit Committee.

5.0 CURRENT POSITION

- 5.1 There were 2 internal audit reports finalised since the last Audit Committee meeting in February 2019:
- Mobile Phones
 - Stock and Inventory Controls – Quarterly Checks
- 5.2 The fieldwork for the 2018/19 plan is underway and the current status of the plan is as follows:

| Stage | Number of Reports |
|-----------------------|-------------------|
| Final Report | 7 |
| Draft Report | 0 |
| Fieldwork Complete | 1 |
| Fieldwork in Progress | 4 |
| Planning | 0 |
| Not started | 0 |
| Total | 12 |

- 5.3 There are 5 current action points being progressed by officers. There were 6 action points due for completion by 31 March 2019 and all actions have been reported as completed by management.
- 5.4 The CMT has reviewed and agreed the current status of actions.

6.0 IMPLICATIONS

Finance

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

Financial Implications:

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report | Virement From | Other Comments |
|-------------|----------------|--------------|----------------------------|---------------|----------------|
| N/A | | | | | |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact | Virement From (If Applicable) | Other Comments |
|--------------------|-----------------------|-------------------------|--------------------------|--------------------------------------|-----------------------|
| N/A | | | | | |

Legal

6.2 There are no direct legal implications arising from this report.

Human Resources

6.3 There are no direct HR implications arising from this report.

Equalities

6.4 There are no direct equalities implications arising from this report.

Repopulation

6.5 There are no direct repopulation implications arising from this report.

7.0 CONSULTATIONS

7.1 Relevant officers have been consulted in the preparation of this report.

8.0 LIST OF BACKGROUND PAPERS

8.1 File of completed internal audit reports: Available from Andi Priestman, Chief Internal Auditor.



**Audit Committee Report
Report on Internal Audit Activity from
4 February to 29 March 2019**

| Section | Contents | Page |
|----------------|---|-------------|
| 1 | Audit work undertaken in the period | 1-2 |
| 2 | Summary of main findings from reports issued since previous Audit Committee | 2-3 |
| 3 | Audit Plan for 2018-2019 – progress to 29 March 2019 | 4 |
| 4 | Corporate Fraud Activity | 5-8 |
| 5 | Ad hoc activities undertaken since the previous Audit Committee | 8 |
| 6 | Special Investigations | 9-19 |

1 Audit work undertaken in the period

Reports issued since last update

1.1 In each audit, one of 4 overall opinions is expressed:

| | |
|-----------------------------|---|
| Strong | In our opinion there is a sound system of internal controls designed to ensure that the organisation is able to achieve its objectives. |
| Satisfactory | In our opinion isolated areas of control weakness were identified which, whilst not systemic, put some organisation objectives at risk. |
| Requires improvement | In our opinion systemic and/or material control weaknesses were identified such that some organisation objectives are put at significant risk. |
| Unsatisfactory | In our opinion the control environment was considered inadequate to ensure that the organisation is able to achieve its objectives. |

1.2 Detailed findings and recommendations reported to management are currently graded using the following criteria:

| | |
|--------------|--|
| Red | <ul style="list-style-type: none"> In our opinion the control environment is insufficient to address the risk and this could impact the Council as a whole. Corrective action must be taken and should start immediately. Overseen to completion by Corporate Management Team. |
| Amber | <ul style="list-style-type: none"> In our opinion there are areas of control weakness which we consider to be individually significant but which are unlikely to affect the Council as a whole. Corrective action must be taken (some exceptions may be agreed with IA) within reasonable timeframe. Overseen to completion by Head of Service. |
| Green | <ul style="list-style-type: none"> In our opinion the risk area is well controlled or our audit highlighted areas for minor control improvement and/or areas of minor control weakness. Process improvements/efficiencies may be actioned at management discretion in consultation with Internal Audit (IA). Managed by service owner. |

1.3 There were 2 audit reports finalised since the February Audit Committee, which are identified below, together with a summary of the gradings of the issues identified. In Section 2 we have provided a summary of the main findings from the reviews.

| Reports finalised since previous Audit Committee | Grading | | | Total Number of Issues |
|--|----------|----------|----------|------------------------|
| | Red | Amber | Green | |
| Mobile Phones | 0 | 0 | 3 | 3 |
| Stock and Inventory Controls – Quarterly Checks | 0 | 1 | 6 | 7 |
| Total | 0 | 1 | 9 | 10 |

Other activities

Risk Management

1.4 Risk Management is the subject of separate reporting to Audit Committee and a full report is submitted separately on an annual basis.

Internal Audit Action Plan Follow Up

- 1.5 The current status of Internal Audit Action plans is set out as an attachment at Appendix 2 to this report.

2 Summary of main findings from reports issued since previous Audit Committee

- 2.1 We have provided below a summary of the key findings from the final reports issued after 1 February 2019.

Mobile Phones

- 2.2 Mobile phones are provided to employees as a business tool to enable members of staff to carry out their work related duties. Use of mobile phones improves business communications and productivity. Vodafone provides the majority of mobile phone contracts to Inverclyde Council procured through the Scottish Government framework. Currently, there are 932 mobile phones in use throughout the Council with a budget set for mobile phones for 2018/19 of £46,000.

- 2.3 The objective of this audit was to provide management and the Audit Committee with an assessment of the adequacy and effectiveness of the governance, risk management and controls over the key risks faced by Inverclyde Council in relation to mobile phones.

- 2.4 The review focused on the high level processes and procedures in relation to mobile phones and concentrated on identified areas of perceived higher risk, such as value for money is not obtained for all mobile phone contracts and adequate arrangements are not in place to ensure mobile phone usage is valid for Council purposes.

- 2.5 The overall control environment opinion for this audit review was **Strong**. Three GREEN issues were identified which if implemented by management would enhance the control environment.

- 2.6 The review identified 3 issues, none of which we consider to be individually significant and an action plan is in place to address all issues.

2.7 Stock and Inventory Controls – Quarterly Checks

- 2.8 On an annual basis, Services purchase a wide variety of items of furniture and equipment. The Council's financial regulations set out procedures for recording of assets within Services which are supported by more detailed inventory procedures which set out how inventories should be managed and controlled. These procedures highlight that it is essential for proper control of such assets and for record purposes in the event of theft, fire and other risks covered by insurance that adequate inventory records are maintained on a continuous basis. In addition, the financial regulations set out the responsibility of Chief Officers for the custody of the stocks and stores in their Services and the requirement for periodic examination of stocks at least once in every financial year.

- 2.9 The objective of this audit was to provide management and the Audit Committee with an assessment of the adequacy and effectiveness of the governance, risk management and controls over the key risks faced by Inverclyde Council in relation to stock and inventory processes.

- 2.10 The audit approach included audit testing, particularly walkthrough tests, to confirm that stock and inventory controls and procedures were being followed and to highlight where controls are weak.

2 Summary of main findings from reports issued since previous Audit Committee (Continued)

- 2.11 The overall control environment opinion for this audit review was **Satisfactory**. There was one AMBER issue identified as follows:

Adequacy of Stock Controls within Inverclyde Centre for Independent Living (ICIL)

ICIL stock includes aids, equipment and adaptations for people to assist them in their home to live independently. All stock is held in a central store. Through site visits to the equipment store to verify stock levels we identified that there are no appropriate stock control procedures in place. Specifically, the I-jems database used to record stock information is no longer fit for purpose due to significant limitations in functionality including a lack of management information relating to current stock levels and we understand that the database is not supported by ICT.

In addition, although a yearly stock check is carried out, the database is not routinely updated when stock is removed or returned. Audit testing identified that for 8 out of 10 items, the physical count of items did not agree to the stock record on file. Where adequate stock controls are not in place, there is a risk that stock may be misappropriated, misplaced or not returned.

- 2.12 The review identified 7 issues, one of which we consider to be individually significant and an action plan is in place to address all issues by 31 March 2020.

3. Audit Plan for 2018/2019 – Progress to 29 March 2019

| Planned Audit Cover | Planning | TOR Issued | Fieldwork in Progress | Fieldwork Complete | Draft Report | Report Finalised | Reported to Audit Committee |
|---|--|-------------------|------------------------------|---------------------------|---------------------|-------------------------|------------------------------------|
| Risk-Based Reviews | | | | | | | |
| General Data Protection Regulation | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | October 2018 |
| Corporate Purchase Cards | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | February 2019 |
| Mobile Phone Compliance | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | March 2019 |
| IR35 Compliance | ✓ | ✓ | ✓ | | | | |
| Change Board Governance Arrangements | ✓ | ✓ | ✓ | | | | |
| Limited Scope Financial Reviews | | | | | | | |
| FMS Logical Access Controls | ✓ | ✓ | ✓ | | | | |
| BACS Payment Process | ✓ | ✓ | ✓ | | | | |
| Regularity Audits | | | | | | | |
| Stock/Inventory Control – Quarterly Checks | ✓ | N/A | ✓ | ✓ | ✓ | ✓ | March 2019 |
| Employee Expenses – Quarterly Checks | ✓ | N/A | ✓ | ✓ | | | |
| Council Tax Reduction Scheme/Discounts/Exemptions | Visits are carried out on establish the validity of discounts and exemptions – see section 4 | | | | | | |
| Education Control Self-Assessment (CSA) | ✓ | N/A | ✓ | ✓ | ✓ | ✓ | January 2019 |
| Corporate Governance | | | | | | | |
| Annual Governance Statement 2017-2018 | Complete - Input provided by CIA. | | | | | | |
| Other Work | | | | | | | |
| National Fraud Initiative | 2016/17 Data Matching Exercise Investigations are complete. Work on the 2018/19 Data Matching Exercise is underway and will be completed during 2019/2020. | | | | | | |
| SPOC Liaison with DWP | Ongoing – see paragraph 4 for detailed activity. | | | | | | |
| Inverclyde IJB | Internal Audit annual audit plan for 2018/2019 was approved in September 2018 – 50 days allocated to IJB audit plan. Two audits were agreed for the 2018/2019 Audit Plan and both audits are now complete and have been reported to IJB Audit Committee. | | | | | | |

4 Corporate Fraud Activity

- 4.1 The undernoted table sets out progress to date on corporate fraud activity in the period 4 February to 29 March 2019:

| Council Tax Reduction Scheme 4 February to 29 March 2019 | | |
|---|--|---|
| Number of Home Visits | Number of Errors Identified and Corrected | Total Overpayment/Future Savings |
| 43 | 15 | £15,442.08/£10,094.24 |
| Council Tax Reduction Scheme 1 April 2018 to 29 March 2019 (Full year) | | |
| Number of Home Visits | Number of Errors Identified and Corrected | Total Overpayment/Future Savings |
| 262 | 47 | £53,324.72/£27,354.34 |
| National Fraud Initiative 2016-2017 | | |
| NFI exercise for 2016-2017 is now complete. | | |
| National Fraud Initiative 2018-2019 | | |
| Matches have now been received and a detailed review of matches is now underway by Internal Audit and Services. Internal Audit are providing training and support to Services as appropriate. | | |
| Stock and Inventory Quarterly Checks | | |
| The final report has been issued and has been included at paragraph 2 of this report. | | |
| Employee Expenses Quarterly Checks | | |
| The testing is now complete and the audit report is being drafted. Some further enquiries are being undertaken which will be reported to Audit Committee once complete. | | |

- 4.2 Specific NFI cases being reviewed by Corporate Fraud since the last Audit Committee are set out below:

| File Ref | Description | Status |
|-----------------|--|---|
| 18/19 18-09 | CT SPD > Pension (Recheck report) | Passed to Finance for adjudication. |
| 18/19 18-63 | CT SPD > State Benefits (Recheck report) | Fraud established. Account updated and liable party rebilled. |
| 18/19 18-72 | CT SPD > State Benefits (Recheck report) | Fraud established. Account updated and liable party rebilled. |
| 18/19 18-74 | CT SPD > State Benefits (Recheck report) | Fraud established. Account updated and liable party rebilled. |
| 18/19 18-78 | CT SPD > State Benefits (Recheck report) | Fraud established. Account updated and liable party rebilled. |
| 18/19 18-84 | CT SPD > State Benefits (Recheck report) | Passed to Finance for adjudication. |
| 18/19 18-91 | CT SPD > State Benefits (Recheck report) | Fraud established. Account updated and liable party rebilled. |
| 18/19 18-110 | CT SPD > Taxi Drivers (Recheck report) | Passed to Finance for adjudication. |

4 Corporate Fraud Activity (Continued)

| File Ref | Description | Status |
|--------------|---|---|
| 18/19 18-189 | CTR/HB > Taxi Drivers | Passed to Finance for adjudication 12/3/19 |
| 18/19 18-190 | CTR/HB > Payroll | Fraud established. Account updated and overpayment recovered. |
| 18/19 18-191 | Fraudulent Application for CT Exemption | Passed to Finance for adjudication 13/2/19 |
| 18/19 18-196 | CTR/HB > Payroll | Ongoing investigation. |
| 18/19 18-197 | CTR/HB > Student Loan | Ongoing investigation. |
| 18/19 18-198 | CTR/HB > Taxi Drivers | Closed – no fraud detected. |
| 18/19 18-199 | CTR/HB > Taxi Drivers | Ongoing investigation. |
| 18/19 18-200 | CTR/HB > Taxi Drivers | Passed to Finance for adjudication. |
| 18/19 18-201 | CTR/HB > Taxi Drivers | Closed – no fraud detected. |
| 18/19 18-202 | CTR/HB > Taxi Drivers | Passed to Finance for adjudication. |
| 18/19 18-203 | CTR/HB > Pensions | Fraud established. Overpayment of HB and CTR being recovered. |
| 18/19 18-225 | Recheck Report SPD > Electoral Register | Ongoing investigation. |

4.3 **SPOC Liaison 1/4/18 – 29/3/19**

| | | |
|--------------------------|----------------|-------------|
| DWP Referrals | 8 this period | 60 to date |
| LAI EF requests actioned | 34 this period | 120 to date |

4.4 **Whistleblowing/Referrals**

Whistleblowing and referral cases closed/being investigated since the last Audit Committee are as follows:

| File Ref | Description | Status |
|--------------|--------------------------|--|
| 17/18 17-96 | Council Tax Exemption | Passed to Finance for adjudication. |
| 17/18 17-147 | Alleged misuse of Funds | Report issued to management. Follow Up work undertaken. See section 6. |
| 18/19 18-82 | Single Person Discount | Passed to Finance for adjudication. |
| 18/19 18-90 | Housing Benefits enquiry | Passed to Finance for adjudication. |
| 18/19 18-92 | Single Person Discount | Fraud Established. Account updated and liable party rebilled. |
| 18/19 18-138 | Single Person Discount | Passed to Finance for adjudication. |
| 18/19 18-141 | Single Person Discount | Closed – no fraud detected. |
| 18/19 18-149 | Single Person Discount | Passed to Finance for adjudication. |

4 Corporate Fraud Activity (Continued)

| File Ref | Description | Status |
|-----------------|--|---|
| 18/19 18-155 | Single Person Discount | Fraud Established. Account updated and liable party rebilled. |
| 18/19 18-159 | Alleged non-charging for services | Report issued to management. See section 6. |
| 18/19 18-163 | CTR – Undeclared Income | Fraud established but due to low levels of income, no impact on benefit/CTR in payment. |
| 18/19 18-167 | Potential Employee Conflict of Interest | Ongoing investigation. |
| 18/19 18-168 | Missing i-Pad | Investigation concluded and recommendations made to management. See Section 6. |
| 18/19 18-174 | Misuse of Blue Badge | Closed – no misuse detected. |
| 18/19 18-179 | Allegation – Employee working whilst on sick leave | Ongoing investigation. Referred to Service. |
| 18/19 18/184 | Non-payment of Council Tax | Ongoing investigation. |
| 18/19 18-191 | Fraudulent Application for CT Exemption | Passed to Finance for adjudication 13/2/19 |
| 18/19 18-192 | Misuse of Expired Blue Badge | Badge seized. |
| 18/19 18-193 | Business Rates – Money Laundering Scam | No fraud detected. |
| 18/19 18-194 | Misuse of Blue Badge | Badge seized and advice given. |
| 18/19 18-195 | Misuse of Blue Badge | Badge seized and advice given. |
| 18/19 18-204 | Fraudulent Resident's Parking Permit | Fraud established and permit cancelled. |
| 18/19 18-205 | Misuse of Blue Badge | Badge seized and misuse letter issued. |
| 18/19 18-206 | Misuse of Expired Blue Badge | Badge seized and advice given. |
| 18/19 18-207 | Employee smoking on duty | Matter referred to Service. Disciplinary action being taken. |
| 18/19 18-208 | Fraudulent HB/CTR claim | Closed – no fraud detected. |
| 18/19 18-210 | Misuse of Blue Badge | Badge seized and misuse letter issued. |
| 18/19 18-211 | Misuse of Blue Badge | Badge seized and misuse letter issued. |
| 18/19 18-212 | Single Person Discount | Passed to Finance for adjudication 13/3/19. |
| 18/19 18-213 | Sub-letting tenancy | Closed – no fraud detected. |
| 18/19 18-214 | Fraudulent CTR claim | Ongoing investigation. |
| 18/19 18-215 | Single Person Discount | Closed – no fraud detected. |
| 18/19 18-216 | Fraudulent use of non-UK Blue Badge | Misuse established and Blue Badge seized. |
| 18/19 18-217 | Non-payment of Council Tax | Ongoing investigation. |

4 Corporate Fraud Activity (Continued)

| File Ref | Description | Status |
|-----------------|-----------------------------|---|
| 18/19 18-218 | Fraudulent HB claim | Referred to DWP. |
| 18/19 18-220 | Change of Occupier | Passed to Finance to update occupier information. |
| 18/19 18-221 | CTR-HB – Undeclared Partner | Closed – no fraud established. |
| 18/19 18-222 | Misuse of Blue Badge | Ongoing investigation |
| 18/19 18-223 | Misuse of Blue Badge | Ongoing investigation |
| 18/19 18-224 | CTR/UC – Undeclared Partner | Ongoing investigation |

5 Ad hoc activities undertaken since the previous Audit Committee

- 5.1 From time to time, management will request the assistance of Internal Audit in certain activities that are in addition to the annual Operational Plan. Examples of such activities include investigations of alleged irregularities, review of changes in system procedures etc.
- 5.2 Contingency has been made available in the Operational Plan for such ad hoc activities. Since the previous Audit Committee, ad hoc activity undertaken in the period is as follows:
- Providing relevant information in relation to FOI requests.
 - Review of SPT Grant Claims.

INVERCLYDE COUNCIL INTERNAL AUDIT
REPORT TO AUDIT COMMITTEE ON
STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY)
AT 31 MARCH 2019

Summary: Section 1 Summary of Management Actions due for completion by 31/03/19

There were 6 actions due for completion by 31 March 2019 and all actions have been reported as completed by management.

Section 2 Summary of Current Management Actions Plans at 31/03/19

At 31 March 2019 there were no audit reports delayed due to management not finalising the action plan within agreed timescales.

Section 3 Current Management Actions at 31/03/19

At 31 March 2019 there was a total of 5 current audit action points.

Section 4 Analysis of Missed Deadlines

At 31 March 2019 there were no audit action points where the agreed deadline had been missed.

Section 5 Summary of Action Plan Points by Audit Year

**INVERCLYDE COUNCIL INTERNAL AUDIT
 REPORT TO AUDIT COMMITTEE ON
 STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY)
 SUMMARY OF MANAGEMENT ACTION PLANS DUE FOR COMPLETION BY 31.03.19**

SECTION 2

| Directorate | No. of Actions Due | No. of Actions Completed | Deadline missed Revised date set* | Deadline missed Revised date to be set* |
|---|---------------------------|---------------------------------|--|--|
| Environment, Regeneration & Resources | 1 | 1 | | |
| Health and Social Care Partnership (HSCP) | 5 | 5 | | |
| Education, Communities and Organisational Development | 0 | 0 | | |
| Total | 6 | 6 | | |

* These actions are included in the Analysis of Missed Deadlines – Section 4

**INVERCLYDE COUNCIL INTERNAL AUDIT
 REPORT TO AUDIT COMMITTEE ON
 STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY)
 SUMMARY OF CURRENT MANAGEMENT ACTION PLANS AS AT 31.03.19**

SECTION 2

CURRENT ACTIONS BY DIRECTORATE

| | |
|--|----------|
| HSCP | |
| Due for completion December 2019 | 1 |
| Total Actions | 1 |
| Education, Communities and Organisational Development | |
| Due for completion April 2019 | 2 |
| Due for completion August 2019 | 2 |
| Total Actions | 4 |
| Total current actions: | 5 |

**INVERCLYDE COUNCIL INTERNAL AUDIT
REPORT TO AUDIT COMMITTEE ON
STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY)
CURRENT MANAGEMENT ACTIONS AS AT 31.03.19**

SECTION 3

HSCP

| Action | Owner | Expected Date |
|---|--|-----------------|
| Stock and Inventory Control (March 2019) | | |
| Funding has been secured to procure a new stock control system which will be used for ICIL equipment. As an interim measure, managers have carried out a manual stock check and a year-end stock check will be carried out by end of March. | Service Manager (Innovation and ICIL) | 31.12.19 |

Education, Communities and Organisational Development

| Action | Owner | Expected Date |
|---|---|-----------------|
| Education CSA (December 2018) | | |
| Managing GDPR and Information Governance (Amber) Management will develop and implement an Education wide action plan which appropriately manages GDPR and information governance requirements along with trying to minimise variances in local practice between Education establishments. | Interim Head of Education | 31.08.19 |
| Management will address specific issues regarding the implementation of GDPR. | Interim Head of Education | 30.04.19 |
| Managing School Meals Income using the "ParentPay" system (Amber) Management will review and update the policy and procedure for managing school meals income. | Policy and Commissioning Team Leader | 30.04.19 |
| Management will explore the operational aspects of writing-off debts and debt case management. This will include obtaining approval from Committee for an appropriate debt management policy once staff roles have been fully clarified. | Policy and Commissioning Team Leader | 31.08.19 |

* See Analysis of Missed Deadlines – Section 4

**INVERCLYDE COUNCIL INTERNAL AUDIT
REPORT TO AUDIT COMMITTEE ON
STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY)
ANALYSIS OF MISSED DEADLINES**

SECTION 4

There were no actions where the original action date had been missed at 31 March 2019.

**INVERCLYDE COUNCIL INTERNAL AUDIT
REPORT TO AUDIT COMMITTEE ON
STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY)
SUMMARY OF ACTION PLAN POINTS BY AUDIT YEAR**

SECTION 5

The following table sets out the total number of agreed actions raised by audit year together with their completion status as at 31 March 2019.

| Audit Year | Total Agreed Actions | Total Actions Completed | Total Current Actions Not Yet Due* | | |
|-------------------|-----------------------------|--------------------------------|---|--------------|--------------|
| | | | Red | Amber | Green |
| 2012/2013 | 76 | 76 | 0 | 0 | 0 |
| 2013/2014 | 116 | 116 | 0 | 0 | 0 |
| 2014/2015 | 77 | 77 | 0 | 0 | 0 |
| 2015/2016 | 52 | 52 | 0 | 0 | 0 |
| 2016/2017 | 66 | 66 | 0 | 0 | 0 |
| 2017/2018 | 53 | 46 | 0 | 0 | 7 |
| 2018/2019 | 30 | 5 | 0 | 5 | 20 |
| Total | 470 | 438 | 0 | 5 | 27 |

*This part of the table sets out the total number of current actions not yet due at the date of the follow up report. The AMBER actions are included in Section 3 of the follow up report.

INVERCLYDE COUNCIL INTERNAL AUDIT
REPORT TO AUDIT COMMITTEE ON
STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY)
AT 31 MARCH 2019

Summary: Section 1 Summary of Management Actions due for completion by 31/03/19

There were 6 actions due for completion by 31 March 2019 and all actions have been reported as completed by management.

Section 2 Summary of Current Management Actions Plans at 31/03/19

At 31 March 2019 there were no audit reports delayed due to management not finalising the action plan within agreed timescales.

Section 3 Current Management Actions at 31/03/19

At 31 March 2019 there was a total of 5 current audit action points.

Section 4 Analysis of Missed Deadlines

At 31 March 2019 there were no audit action points where the agreed deadline had been missed.

Section 5 Summary of Action Plan Points by Audit Year

**INVERCLYDE COUNCIL INTERNAL AUDIT
REPORT TO AUDIT COMMITTEE ON
STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY)
SUMMARY OF MANAGEMENT ACTION PLANS DUE FOR COMPLETION BY 31.03.19**

SECTION 2

| Directorate | No. of Actions Due | No. of Actions Completed | Deadline missed Revised date set* | Deadline missed Revised date to be set* |
|---|---------------------------|---------------------------------|--|--|
| Environment, Regeneration & Resources | 1 | 1 | | |
| Health and Social Care Partnership (HSCP) | 5 | 5 | | |
| Education, Communities and Organisational Development | 0 | 0 | | |
| Total | 6 | 6 | | |

* These actions are included in the Analysis of Missed Deadlines – Section 4

**INVERCLYDE COUNCIL INTERNAL AUDIT
REPORT TO AUDIT COMMITTEE ON
STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY)
SUMMARY OF CURRENT MANAGEMENT ACTION PLANS AS AT 31.03.19**

SECTION 2

CURRENT ACTIONS BY DIRECTORATE

| | |
|--|----------|
| HSCP | |
| Due for completion December 2019 | 1 |
| Total Actions | 1 |
| Education, Communities and Organisational Development | |
| Due for completion April 2019 | 2 |
| Due for completion August 2019 | 2 |
| Total Actions | 4 |
| Total current actions: | 5 |

**INVERCLYDE COUNCIL INTERNAL AUDIT
REPORT TO AUDIT COMMITTEE ON
STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY)
CURRENT MANAGEMENT ACTIONS AS AT 31.03.19**

SECTION 3

HSCP

| Action | Owner | Expected Date |
|---|--|-----------------|
| Stock and Inventory Control (March 2019) | | |
| Funding has been secured to procure a new stock control system which will be used for ICIL equipment. As an interim measure, managers have carried out a manual stock check and a year-end stock check will be carried out by end of March. | Service Manager (Innovation and ICIL) | 31.12.19 |

Education, Communities and Organisational Development

| Action | Owner | Expected Date |
|---|---|-----------------|
| Education CSA (December 2018) | | |
| Managing GDPR and Information Governance (Amber) Management will develop and implement an Education wide action plan which appropriately manages GDPR and information governance requirements along with trying to minimise variances in local practice between Education establishments. | Interim Head of Education | 31.08.19 |
| Management will address specific issues regarding the implementation of GDPR. | Interim Head of Education | 30.04.19 |
| Managing School Meals Income using the "ParentPay" system (Amber) Management will review and update the policy and procedure for managing school meals income. | Policy and Commissioning Team Leader | 30.04.19 |
| Management will explore the operational aspects of writing-off debts and debt case management. This will include obtaining approval from Committee for an appropriate debt management policy once staff roles have been fully clarified. | Policy and Commissioning Team Leader | 31.08.19 |

* See Analysis of Missed Deadlines – Section 4

**INVERCLYDE COUNCIL INTERNAL AUDIT
REPORT TO AUDIT COMMITTEE ON
STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY)
ANALYSIS OF MISSED DEADLINES**

SECTION 4

There were no actions where the original action date had been missed at 31 March 2019.

**INVERCLYDE COUNCIL INTERNAL AUDIT
REPORT TO AUDIT COMMITTEE ON
STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY)
SUMMARY OF ACTION PLAN POINTS BY AUDIT YEAR**

SECTION 5

The following table sets out the total number of agreed actions raised by audit year together with their completion status as at 31 March 2019.

| Audit Year | Total Agreed Actions | Total Actions Completed | Total Current Actions Not Yet Due* | | |
|-------------------|-----------------------------|--------------------------------|---|--------------|--------------|
| | | | Red | Amber | Green |
| 2012/2013 | 76 | 76 | 0 | 0 | 0 |
| 2013/2014 | 116 | 116 | 0 | 0 | 0 |
| 2014/2015 | 77 | 77 | 0 | 0 | 0 |
| 2015/2016 | 52 | 52 | 0 | 0 | 0 |
| 2016/2017 | 66 | 66 | 0 | 0 | 0 |
| 2017/2018 | 53 | 46 | 0 | 0 | 7 |
| 2018/2019 | 30 | 5 | 0 | 5 | 20 |
| Total | 470 | 438 | 0 | 5 | 27 |

*This part of the table sets out the total number of current actions not yet due at the date of the follow up report. The AMBER actions are included in Section 3 of the follow up report.