



MIDDLESBROUGH COUNCIL

STRATEGIC FINANCE

SERVICE

ANNUAL INTERNAL AUDIT
REPORT 2008/2009

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Introduction

Annual Reporting

The annual report of Internal Audit for the year commencing 1st April 2008 to 31st March 2009 presents Members of the Audit Committee with a summary of:

- Work undertaken to formulate an opinion of the overall adequacy and effectiveness of the internal control environment and any qualifications to that opinion
- Key findings
- Issues of concern relevant to the preparation of the Council's Annual Governance Statement
- Action in hand as a result of audit work undertaken during the period
- Internal audit activity, showing internal audit's performance and progress for the year ended 31st March 2008.

The internal audit plan 2008 / 2009, approved by the Audit Committee on 18th March 2008, set out the work scheduled to be completed in the year. Included within the plan were contingencies to cover requests for advice and unplanned investigations. Unplanned absences and vacant posts reduced the number of available audit days by approximately 10%.

To reflect the shortfall in resources the number of planned audits to be undertaken was reduced to 150. At 31st March 2009, 81% of audits were either completed or in progress. Since the year-end draft reports and audit opinions have been prepared for the majority of outstanding audits.

Internal Audit delivered 120 individual audits during the year.

A key part of the Audit Committee's role is to form an overall opinion on the internal control environment and the quality of internal audit coverage.

This report conforms to the annual reporting requirements detailed in the CIPFA Code of Practice for Internal Audit in Local Government (2006).

Section 2

INTERNAL CONTROL AND THE ROLE OF INTERNAL AUDIT

Internal Control

The Council's key financial systems are managed and delivered on its behalf by Mouchel. One of Mouchel's objectives is to improve internal processes and thereby deliver 'fit for purpose' systems that support frontline services and achieve productivity gains. As a result of continuous change in processes and procedures, risks facing the Council are constantly evolving. Regular review and evaluation of these risks is therefore essential to maintain a robust and sound system of internal control. The importance of internal control is to manage risks that could have a significant affect on the Council's ability to fulfil its objectives.

It is the role of management to design, operate and monitor an appropriate system of internal control that contributes to the delivery of the Council's objectives. All employees have some responsibility for internal control as part of their accountability for achieving objectives.

Systems of internal control aim to ensure that:

- Laws and regulations are complied with and incorporated in the Council's internal procedures
- Instructions and directional guidelines approved by management are communicated to the relevant staff and applied
- The Council's internal processes are functioning correctly, particularly those concerning the security of assets both tangible and intangible
- Financial information is reliable

By helping to anticipate and control risks involved in not meeting the objectives the Council has set for itself, the internal control system plays a key role in conducting and monitoring its various activities ensuring the efficiency of operations and efficient utilisation of resources. However, internal control cannot provide an absolute guarantee that the Council's objectives will be met.

Role of Internal Audit

Internal Audit provides independent, objective advice and assurance that the systems of control and risk management are adequate and effective.

A sound system of internal control should provide reasonable but not absolute assurance that the Council will not be prevented from achieving its objectives, or the orderly and legitimate delivery of services, by circumstances that may reasonably have been foreseen.

The Accounts and Audit (Amendment) (England) Regulations 2006 paragraph 4 (2) require the Council to review, at least once a year, the effectiveness of its systems of internal control and include a statement on internal control, prepared in accordance with proper practice in its annual accounts. The work of Internal Audit described in this report and the opinion based on that work contributes to the production of that statement.

AUDIT OPINION

Internal Audit's Opinion on the Effectiveness of Internal Control 2008/2009

On the basis of the audit work undertaken and reported upon it is the opinion of Internal Audit that the Council has a satisfactory framework of internal control to manage the achievement of its objectives. Whilst areas for improvement have been highlighted and several areas of concern raised, management have in all cases agreed to implement suggested recommendations which will improve the overall control environment. No significant weaknesses have been identified.

In providing this opinion, it should be noted that no assurance can ever be absolute; however this opinion seeks to provide a reasonable assurance that there are no significant weaknesses in the Council's whole system of internal controls.

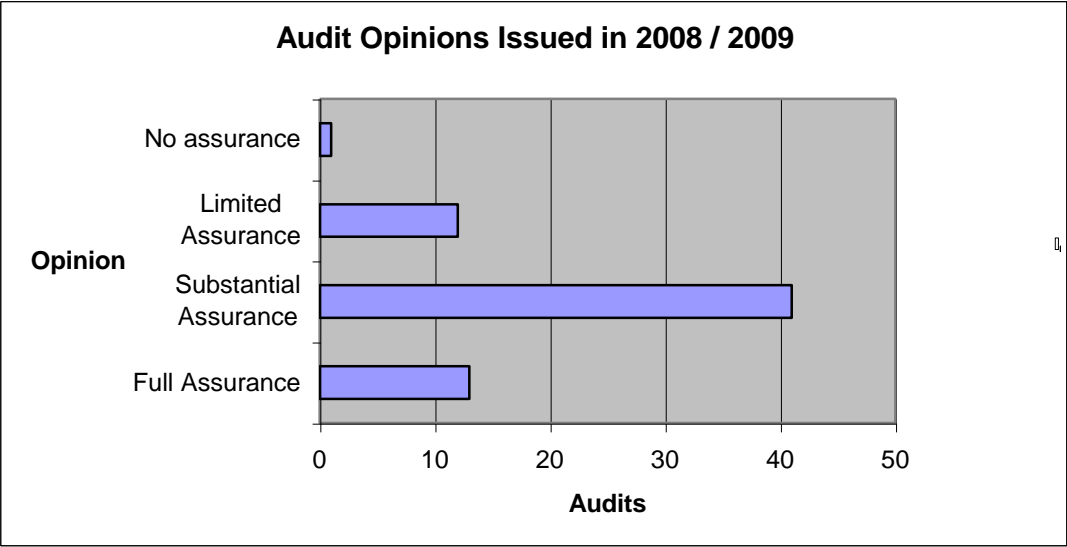
The level of assurance given takes into account:

- All audit work completed in 2008/2009
- Follow up actions from previous years' audits
- Management's responses to findings and recommendations
- Effects of significant changes in the Council's systems
- The extent of resources available to deliver the audit plan
- Quality of the internal audit service's performance
- The extent to which resource constraints may limit the ability to meet the full audit needs of the Council
- Any limitations that may have been placed on the scope of Internal Audit.

All audit reports include an audit opinion to indicate to managers the level of reliance that can reasonably be placed on controls within systems and their effectiveness against identified risks. The opinion expressed in the audit report is arrived at having taken account of the scope of the audit work, its nature and extent of audit work performed and evaluate what evidence from the audit means concerning the adequacy of controls. Such an opinion should express clearly:

- The evaluation criteria and structure used
- Scope over which the opinion applies
- Where responsibility rests for the establishment and maintenance of internal controls
- Specific type of opinion being used

In 81% of audits full or substantial assurance could be provided that the system of internal control is designed to meet the Council’s corporate and service objectives.



All audit reports produced have included a management action plan where recommendations have been made which will enhance the level of control, together with an opinion of the systems reviewed. Timescales for the implementation of recommendations have been agreed with managers responsible for each area audited.

The Annual Governance Statement for 2008/2009

CIPFA guidance sets mandatory proper practice for the basic content of the required Annual Governance Statement and its approval and publication represent the end result of the annual review of internal control. The Corporate Affairs Committee is responsible for approving the Council’s Statement for signing by the Chief Executive and Mayor prior to its publication with the Council’s accounts.

Internal control is operating effectively and there are no areas for continuing action that require inclusion within the Annual Governance Statement.

Section 4

Planned Coverage and Outputs 2008/2009

The 2008/2009 Internal Audit plan presented to the Audit Committee identified a planned requirement of 1,999 days based on resources available at the time. It became clear as the year progressed that if action were not taken, resources would fall short of those required to deliver the plan. The shortfall was predicted due to a vacant post (130 days) and a long-term sickness absence (179 days).

Additional hours worked by members of staff under the flexi-time scheme equivalent to 41 days made a contribution towards meeting the shortfall in resources.

The summary below provides the final outturn position for 2008/2009 against the original plan by activity, Directorate and other work of the Internal Audit Section. Appendix A provides a more detailed summary of the actual audit days delivered by service area.

	Original Planned Days	Revised Plan	Actual Days Delivered	Variance from revised Plan	% of Days Completed
Planned Audits					
Fundamental Financial Systems	324	324	302	-22	93
Other Corporate Financial Systems	63	63	152	89	59
Code of Practice Audits	88	88	15	-73	17
Children Families & Learning	396	385	481	96	125
Environment & Neighbourhood Services	201	179	197	18	110
Regeneration	246	198	213	15	108
Social Care	221	154	150	-4	97
Central Services	131	102	132	30	129
IT Audit	75	44	8	-36	18
Contract Audit	82	82	62	-20	76
Total Planned Audits	1,827	1619	1712	93	108
Other Audit Work					
Contingency	110	110	182	72	165
Advice	56	56	27	-29	48
Other Audit Duties	351	351	241	-110	69
Training	45	45	22	-23	49
Total Planned & Other Audit Work	2,389	2,181	2184	3	100
External Clients	6	6	4	-2	66
Total Audit Days	2,395	2,187	2188	1	100

Summary of Audit Work

➤ **Fundamental Financial Systems**

Reviews of the Council's fundamental financial systems, as agreed with the external auditor, were either in progress or completed by the end of the year. The absence of senior managers within the Internal Audit Service due to sickness has delayed clearance and issue of draft reports for consideration by service managers.

The following audits are waiting clearance:

- Cash Receipting and Banking
- Council Tax
- Creditors
- Housing and Council Tax Benefit
- National Domestic Rates
- Payroll
- Pension Fund Administration
- Pension Fund Investments

Audits of:

- Budgetary Control
- Capital Accounting / Asset Register
- Debtors
- Main Accounting

are due to be completed shortly.

On the basis of the work undertaken to date no significant weaknesses have been identified in the fundamental financial systems and the internal control environment is in general considered to be effective.

As part of their audit of the Council's accounts the external auditor reviews the audits performed by Internal Audit on the fundamental financial systems. For 2008/2009 the external auditor selected audits of the Treasury Management and Payroll systems for detailed review.

All audits brought forward from the previous financial year (2007/2008) were completed.

➤ **Other Corporate Financial Systems**

Reviews of the BACS and VAT systems established that controls were in place and operating effectively.

Reviews of the systems for payment of travel and subsistence and car allowance claims arrived at the conclusion that only limited assurance could be placed on the internal control environment to prevent and detect errors. This reflects non-compliance with policy, errors in data input and the retention of documents supporting individual claims.

➤ **Code of Practice Audits**

During 2008/2009 the Audit Manager again fulfilled the role of key contact for the 2008 National Fraud Initiative Data Matching Exercise run by the Audit Commission. Assistance was given to system managers and schools responsible for processing their own payrolls to submit data by the required deadline for the following systems:

- Blue Badge Parking Permits
- Creditors
- Concessionary Travel Passes
- Market Traders
- Payroll
- Pensions Payroll
- Personal Alcohol Licenses
- Private Residential Care Homes
- Taxi Drivers

Action was also taken to ensure that the Council complied with the data protection requirements.

The data matching process has produced 7,726 matches for investigation by the Council. The following table lists the number of matches within each activity by priority. Emphasis is placed upon investigating the highest priority matches.

Activity	High Priority Matches	Medium Priority Matches	Low Priority Matches
Housing Benefits	1358	52	900
Pensions	688		
Payroll	362	2	10
Blue Badge Parking	204		
Concessionary Fares	460		
Private Residential Care Homes	90		
Insurance Claims	9	1	11
Creditors	3,579		
Total	6,750	55	921

To date 358 matches have been investigated or are in the process of being investigated. The Internal Audit Service has responded to 9 requests from other authorities for further details relating to the Middlesbrough side of the data match.

➤ **Children, Families and Learning**

Schools

During the year audits were performed at 12 primary schools and 3 secondary schools. Each school was assessed as having robust systems of internal control, which was being followed. When weaknesses were detected they were due to non-compliance with controls relating to the payment of creditors and deficiencies in medium term planning. All schools audited achieved an audit opinion of full or substantial assurance and performed well against the 18 FMSiS standards.

School Related Audits

Audits of the Repairs and Maintenance budget (substantial assurance) and Special Education Needs Service were concluded in the year

Community Education

As in previous years the Internal Audit Service prepared and audited the accounts of Youth and Community Centre Management Committees. Volunteer treasurers manage the accounts on a day to day basis. In general the books of account were well presented and individual transactions supported by appropriate evidence. Joe Waltons Youth and Community Centre with a turnover in excess of £100,000 and its own VAT registration is far larger than any of the other Youth and Community Centres in terms of expenditure and income and therefore poses a higher risk.

An audit of the Adult Education Service was also undertaken. The main focus was on income collection and accounting for income; however, day to day procedures covering purchasing and payroll were also covered. The main concern arising out of the audit related to the procedure for accepting payment for courses by credit card where the cardholder was not present. This has an impact on other establishments and is to be reviewed as a specific project.

A follow up audit was undertaken of exchange visits organised by the Youth Service. The audit found that little or no progress had been made in implementing the recommendations of the previous audit, as a result an audit opinion of no assurance was issued. Following the intervention of the Director of CF&L procedures have now been introduced governing all exchange visits organised in the name of the Council.

An audit was conducted of the Connexions Service which has recently returned to Council control from the LSC. The audit focused on obtaining assurance that the service was complying with Council processes and procedures. At the external auditor's request the audit was extended to include verification of the grant claim. Prior to certifying the final claim the external auditor undertook a sample check of the work performed by Internal Audit.

Other CF&L Units and Teams

Payments made by the Family Support Service under Section 17 of the Children Act 1989 were reviewed in September 2008 as a result of concerns expressed by the Service Accountant when the audit plan was prepared. The audit identified a poor understanding of internal control and its application. This included weaknesses in critical areas: loans to clients, donations from third parties, lack of authorisation and inadequate descriptions on

purchase orders and petty cash payment reconciliations. The findings regarding petty cash were disappointing as the problems had been identified and reported in an audit concluded in May 2008. Weaknesses identified in making payments and ineffective bank reconciliations exposed the service to the risk of fraud and misuse of public funds as well as a failure to bring transactions into account.

Audits were also performed at Sure Start and Gleneagles Resource Centre. No significant control weaknesses were identified and recommendations to reinforce control were accepted by management

➤ **Environment & Neighbourhood Services**

Transport and Design

An audit of the Transporter Bridge found that staff were not counting income prior to collection and banking by the Security Company. This resulted in differences between bankings and reported ticket sales. Internal Audit recommended that all cash is counted before it is handed over to the Security Company for banking. The recommendation was implemented by management resolving the problem. With this exception, the system of internal control operated at the Transporter Bridge was sound.

The following audits were recently completed and the draft reports await clearance by management:

- Highways Maintenance
- Collection of Supermarket Trolleys

Public Protection

Audits of the Metrology and Calibration and Environmental Protection Services, confirmed that the standard of financial administration was good, although concerns were raised with management about the lack of progress in recovering outstanding debt.

Reviews of financial administration at the Acorn Centre, Middlesbrough Golf Club and Prissick Pitch and Putt found that systems of internal control were good at each venue

The following audits were recently completed and the draft reports await clearance by management:

- Neptune Leisure Centre
- Rainbow Leisure Centre
- Southlands Leisure Centre

➤ **Regeneration**

Museums

Follow up audits were undertaken at Captain Cook and Dorman Museums where the systems of internal control are working satisfactorily. The audit report again raised concerns about staff using their personal credit cards to purchase exhibits on E-Bay. Management is currently reviewing this practice.

Cultural Services

Follow up audits focusing on the collection and accounting for income were performed at Middlesbrough Theatre and the Town Hall. Each venue was found to have sound internal controls over the collection, banking and accounting for income.

Libraries

A review of financial administration at the Central Library found controls to be strong particularly with reference to segregation of duties.

Planning & Regeneration

Last year concerns were raised by Internal Audit in relation to the management and operation of the Town Centre Heritage Initiative. In response to those concerns, managers initiated a meeting with the Historic Lottery Fund to resolve all outstanding issues and agree a way forward to bring the scheme to a successful conclusion.

Audit reviews of the Housing Market Renewal Fund were undertaken quarterly. On the conclusion of each audit the Audit Manager was able to sign the verification statement of grant usage. Controls in this area were developed throughout the year and are now good. The practice adopted in Middlesbrough of quarterly audits is considered to be leading the way amongst the Teesside Authorities.

A review of the Homelessness Service confirmed that management had taken action to ensure that:

- Erimus and accommodation providers supply adequate information so that all housing benefit is received
- Accommodation providers supply sufficient information to verify the validity of invoices
- Competition is sought for the provision of furniture removal and storage.

The main issue arising from the audit related to the obtaining of evidence to demonstrate that procurement best practice was being followed and that the procurement process delivered value for money

Economic Development & Community Regeneration

As in previous years, the Internal Audit Service prepared and audited the accounts of Community Councils and Community Centre Management Committees. Volunteer treasurers manage the accounts on a day to day basis. In general, the books of account were well-presented and individual transactions supported by appropriate evidence.

A review of the Area Based Initiatives project found that financial administration had significantly improved since the last audit was undertaken in January 2007. The major issue arising out of the audit related to the total payments paid to individual training companies in a year. Training places are booked with providers as and when required. Over the course of a year the purchase of individual courses can add up to significant sums, in 2007/2008 one training organisation was paid £39,000. It was recommended that the issue be raised with Strategic Commissioning and Procurement to establish whether the current practice represented value for money.

➤ **Social Care**

An audit of commissioning was undertaken. The audit found that processes were documented, however practices lacked a strategic approach. Testing of individual contracts highlighted some issues regarding non-compliance with contract standing orders.

Social Care manages the personal bank accounts of a number of clients. Management have taken action to implement the recommendations made following an earlier audit, however delays in implementing the Client Accounting System for Public Authority Receivers were noted.

Audits of Carelink, Equipment and Adaptation and Court of Protection Services found that in each case sound systems of internal control were being operated.

For the first time since its inception, an audit of the Supporting People Service was undertaken. The audit was performed at a high level, which resulted in an opinion of substantial assurance. However, some areas will warrant more exhaustive testing in future due to their complexity.

An audit was conducted at St Pauls a day care establishment for individuals with learning difficulties. Concerns were raised in the audit report relating to delays in the collection of income, authorisation of time sheets and administration of petty cash. Management has agreed to take action to implement the auditors recommendations.

The following audits were recently completed and draft reports are awaiting clearance by management:

- North Ormesby Day Centre
- Lothian Road Day Centre
- 11A Sunningdale Road
- Registrar

➤ **Corporate Services**

Legal and Democratic Services

An audit was undertaken of payments of the coroner's expenses and remuneration. Evidence of sound systems of internal control was found to be present in certain areas, whilst others, including: authorisation and checking of purchase orders, budgetary control and payroll exhibited major weaknesses. The key issues raised by the audit have been implemented or are in the process of being implemented by management.

Performance and Policy

Audits were undertaken to ensure that Best Value Performance Indicators and LPSA2 indicators were calculated in accordance with Audit Commission guidance and that the data used in the calculations was accurate. Internal Audit found that calculations were in accordance with Audit Commission guidelines and source records existed to support the data and that it was input accurately into the calculation process.

The number of days spent reviewing requests for exemptions from Contract Standing Orders continues to increase (2005/2006 17.5 days 2008/2009 27.5 days). This is a demand led service outside the control of Internal Audit.

➤ **IT Audit**

Internal Audit coverage in this area continues to fall short of the planned number of days. The work of Internal Audit concentrated on access and security of computer applications, implementation of the upgrade to SAP and protection of data. The total number of days reported for IT Audit is understated, as all audit programmes require auditors to assess access security and back-up operations.

➤ **Contract Audit**

Audits conducted in the year included reviews of performance bonds, contractor's final accounts and partnering agreements.

➤ **Contingency**

This area covers unplanned and additional audit work. Whilst there have been a number of unplanned items this year, they have been minor in nature. Investigations during the year have included:

- Underbanking by a cashier resulting in the loss of money – investigations failed to establish when the money went missing or who was responsible. As a result of the investigation procedures have been tightened to ensure that only the cashier receiving money over the counter is able to access it before cashing up.
- A stage 2 investigation under the Council's complaint procedure – the investigation found that there was insufficient evidence to support the complaint however recommendations were made to tighten up procedures.
- Outside activities bank account – a Council employee set up a bank account to hold grant funds awarded to a group of young people to undertake outside activities. The employee abused his position withdrawing money from the account for personal use. The individual has repaid the money, which was returned to the grant awarding authority following a successful prosecution.
- Whilst undertaking the Environmental Protection audit the auditor became aware of the Filling the Empties Scheme. Concerns were raised regarding the operation of the scheme, which was commissioned by Stockton Council on behalf of the Teesside authorities. Recommendations arising out of the work by audit were submitted to management.
- Allegation of theft of money from a secondary school kitchen highlighted a number of weaknesses in catering procedures. The matter was referred to the police who concluded that due to insufficient evidence they were unable to pursue a conviction.
- Anonymous allegations were received regarding the appropriateness of items purchased for Refugees under the Gateway Programme. Audit work found that the Programme had purchased the items identified in the anonymous allegations. Evidence of the purchases was passed to management for determination as to

whether the expenditure was within the agreed service provision and Council policy.

- Anonymous allegations were received that an officer of the Council was selling assets owned by the Council for scrap and retaining the proceeds. Investigations highlighted weaknesses in some systems, but no evidence of misappropriation.
- The loss of a significant sum of Council money by an employee whilst in the course of performing their duties. The police were consulted on the circumstances leading up to the loss but it was concluded that there was no evidence of misappropriation. The police provided advice on strengthening procedures.
- Missing money and equipment from a Council establishment – investigations failed to identify the culprit(s) however procedures have been strengthened to reduce the risk of further losses.
- The circumstances surrounding the loss of a mobile phone were investigated on which a high volume of calls had been made, resulting in a cost to the Council. Controls over the security and use of mobile phones have been strengthened as a result of the investigations.
- Additional work has been undertaken to reconcile petty cash errors at a Council establishment and certify a final claim for grant awarded by an external funding body to support an exhibition held at MIMA.

No irregularity matters have come to the attention of Internal Audit that indicate a material weakness in the Authority's control environment.

➤ **Advice**

Internal Audit provides advice to Directorates to ensure that appropriate controls are incorporated at an early stage in the planning of new services or systems development. It also offers general advice on processes and procedures and interpretation of the financial and contract rules. It is important that officers are able to contact Internal Audit for advice and help.

AUDIT PERFORMANCE

All Internal Audit Work was undertaken in compliance with the processes set out in CIPFA's Code of Practice for Internal Audit in Local Government in the United Kingdom 2006 (the CIPFA Code). This included the planning, resourcing, recording, reviewing (by a principal auditor) and reporting of audits and other reviews.

Targets for achieving audits within budget have not been fully met although performance continues to improve. Delivery of planned audits was not assisted by the vacancy and loss of a senior member of staff due to a long-term illness. In addition a number of services were audited for the first time e.g. Environmental Protection, Supporting People.

However, there was a discernible improvement in the performance of Internal Audit, particularly:

- All the key financial audits were either completed or commenced prior to the end of the financial year, with the exception of Main Accounting and Budgetary Control.
- Time taken to prepare and audit the accounts of Community Councils and Community Centres was held at the same level as the previous year after reductions in the previous two years. Time spent preparing and auditing the accounts of Youth and Community Centres was reduced.
- The time taken to audit a primary school was reduced to an average of 9 days per school, one day less than in the previous year. This was despite additional work to identify those areas where schools did not reach the Financial Management Standard.
- Further progress has been made in the year to raise the profile of internal control and risk management by visiting establishments not subject to audit for some time.

Performance indicators to facilitate monitoring the Internal Audit Section's efficiency and effectiveness are reported below.

	2006/2007	2007/2008	2008/2009
Chargeable days per FTE employee (Audit Commission benchmark = 175)	172	192	195
No. of Audits commenced	131	167	120
Completion of annual plan	75%	80%	81%

Middlesbrough is a member of the CIPFA/IPF Audit Benchmarking Club. Through this membership, information about our costs and productivity is compared against other unitary authorities. The figures for 2008/2009 are not available.

Quality Assurance

Internal Audit's aim is to provide a service that not only meets the Council's needs, but also maintains consistently high standards. This is achieved through the following internal processes:

- The Audit Plan is submitted to Members of the Audit Committee for approval of an appropriate level of assurance
- A tailored approach, using a defined methodology and audit manual are used in undertaking audit assignments
- A systematic review process ensures that all reports are reviewed by senior audit staff at each reporting stage
- The use of quality control questionnaires following the audit assignment to ascertain the clients' degree of satisfaction with the service in respect of consultation / approach, management of the audit, the audit report and any other feedback.

Questionnaires require ratings on scales of 1 to 4. Of the questionnaires returned by clients in 2008/2009, the Internal Audit Service achieved an average score of 3.62. This was an improvement on the score of 3.3 achieved in the previous year and above the target score of 3.

The following comments were made on returned by clients

'The audit was beneficial as it provided guidance, support and re-assurance in terms of the financial systems and procedures we had in place and others we were reviewing.'
Headteacher Primary School

'The audit was very useful in that it enabled us to identify a number of areas for improvement'
Service Manager

Key issues for 2009/2010

The Internal Audit Service's main objective is to consolidate gains made in 2008/2009 and continue to deliver service improvements. Greater focus will be directed at reviewing pressures on the internal control environment arising out of the economic climate and 'credit crunch'. This will include ensuring:

- Procurement procedures deliver value for money and support businesses
- All income due is collected in its entirety and outstanding amounts are followed up promptly
- Internal controls continue to operate as expected in particular where services face additional pressures from increasing demands
- Error, fraud and misappropriation are prevented and detected at an early stage.

Internal Audit continues to carry vacant posts and relies upon agency staff to deliver the audit plan. Efforts will continue to recruit suitably qualified and experienced staff to deliver the audit plan.

Internal Audit makes a significant contribution to the internal control 'key line of enquiry' part of the 'use of resources' category of the Council's Comprehensive Performance Assessment (CPA). The challenge is to improve the overall score. The implementation of internal control is not the responsibility of Internal Audit, as this would impact upon its independence; however it can promote improvements in controls through raising awareness and assurance work.

In order to objectively self assess the current position and performance of Internal Audit, a review will be conducted to assess compliance against the CIPFA Code of Practice for Internal Audit in Local Government 2006.

The standards and documentation of Internal Audit are to be reviewed to ensure continuing compliance with the CIPFA Code of Practice for Internal Audit in Local Government 2006.

OUTTURN SUMMARY

The following table summarises the internal audit coverage across all Council Services during 2008/2009

Service	2007/2008		2008/2009	
	Plan Days	Actual Days	Plan Days	Actual Days
Children, Families and Learning				
Community Education	59	111	88	164
Capital & Assets	16	32	12	23
Pupil Support	43	32	31	31
Policy & Resources	47	18	35	0
School Improvement	0	0	0	0
Vulnerable Children	85	59	53	101
Schools	207	245	166	162
Environment & Neighbourhood				
Transport	34	101	60	60
Street Scene	55	0	20	0
Community Protection	76	64	49	67
Horticulture, Parks & Leisure Centres	48	123	50	70
Regeneration				
Museums & Galleries	14	1	22	10
Library & Information	0	0	11	16
Cultural Services	18	12	11	28
Economic & Community Regeneration	88	100	81	75
Planning & Regeneration	135	128	73	84
Social Care	200	151	154	150
Corporate Centre				
Finance	12	25	26	28
Legal services	21	30	22	39
Chief Executives Office	0	0	0	0
Members Office	0	0	0	0
Performance & Policy	70	63	54	65
Corporate Systems	603	683	475	469
Contract Audit	50	33	82	62
IT Audit	46	12	44	8
Advice	59	70	56	27
Contingency	121	93	110	182
Non Audit Work	30	18	27	11
Total Audit Days	2,137	2,204	1812	1932

DEFINITIONS OF AUDIT ASSURANCE

Assurance Level	Summary Description	Detailed Definition
Full	Effective controls in operation and evidence of full compliance	No exposure to predictable risks, as key controls in place, applied consistently and effectively. No significant or fundamental recommendations made
Substantial	Controls in operation but enhancements beneficial or full compliance	Probability of some risks of error, loss, fraud impropriety or damage to reputation, which can be prevented by improvements in the control environment. Key or compensating controls present but not fully applied. Small number of significant but no fundamental recommendations made.
Limited	Enhancement of controls or the application of controls required	Authority / Service open to risks that potentially could result in the non achievement of objectives or result in error, loss, fraud, impropriety or damage to reputation. Some gaps in key controls or compensating controls or significant evidence that controls are not applied consistently or effectively. Small number of fundamental and also limited number of significant recommendations
Little / No	Enhancement of controls critical or the application of controls required	The Authority / Service is vulnerable to a significant risk that could lead to failure to achieve key objectives / major loss due to error, fraud or impropriety / damage to reputation. Evidence of significant failure in application of key controls. Large number of both fundamental and significant recommendations made.