



**Internal Audit  
Year-End Progress Report 2009/10  
London Borough of Brent  
June 2010**

## **Contents**

## **Page No**

Executive Summary	1
Detailed summary of work undertaken	6
Customer Satisfaction	27
Appendix A – Audit Team and Contact Details	29
Appendix B – Progress Against 2009/10 Internal Audit Plan	30

## Executive Summary

<b>Introduction</b>	<p>This report sets out a summary of the work completed against the 2009/10 Internal Audit Plan.</p> <p>The report provides a summary of the main findings from each audit, together with the assurance ratings for each one. Please note that this summary and assurance rating is only reported on once the individual audit reports have been finalised. In a small number of cases there are audits still at Draft Report stage. We have included these within this report and will update the Committee within our 2010/11 Progress Reports once these have been finalised.</p> <p>Appendix B sets out the full year's Plan, as agreed by the Committee in March 2009, together with an indication of delivery against this.</p>
<b>Summary of progress against the Plan</b>	<p>The overall Internal Audit Plan for 2009/10 comprised 1,211 days, of which 951 were allocated to Deloitte &amp; Touche Public Sector Internal Audit Limited (Deloitte PSIA), and 260 to the in-house team. Of the total, 45 days were brought forward from 2008/09 to assist with the completion of Financial Management Standard in Schools (FMSiS) assessments in the primary schools, as previously agreed with the Committee.</p> <p>A total of 1152 days have been delivered against the overall Plan, made up of 902 Deloitte PSIA days and 250 in-house days. This represents 95% of the Plan.</p> <p>In total, 59 days are being carried forward into the 2010/11 year. These primarily relate to the audit and FMSiS assessments for two Foundation schools and also work in relation to the Adult Social Care Transformation Programme. These schools were added to the plan mid-year following the decision that Internal Audit would be responsible for undertaking this work. However, Education Finance requested a deferral for these two particular schools. With regards to the work around the Adult Social Care Transformation Programme, some days were delivered in relation to the Re-ablement workstream. However, the Assistant Director, Quality &amp; Support, requested that Self Directed Support (SDS) and Direct Payments be deferred until April/May 2010. That is now underway as part of the 2010/11 Plan. Work in relation to the integration with Central &amp; North West London Mental Health Trust was also postponed. Consideration was given to whether the days assigned to these audits could be used to undertake alternative work. Some additional work was identified through discussions with management regarding new or emerging risk areas. The balance has then been carried forward.</p>

**Summary of Work Undertaken**

In addition to the range of standard systems audits undertaken across the Service Areas, our coverage in 2009/10 included significant focus on the schools, as well as a range of IT audits and various non-standard pieces of work.

With regard to schools, as was the case in 2008/09, a significant amount of time was spent during the year undertaking FMSiS assessments in primary schools, in order to progress towards the deadline of having all primary schools assessed by 31 March 2010. In addition, work continued with Education Finance in order to help strengthen common control weaknesses identified as part of the assessments, so as to help ensure that the Council gains the maximum benefit from the perspective of the robustness of the internal controls in operation across the schools. A key area of focus was in relation to budget monitoring. In addition to the primary schools, a further four secondary (Foundation) schools were added into the Plan for a joint audit and FMSiS assessment in March 2010. The remaining secondary schools are being audited and assessed as part of the 2010/11 Plan.

In terms of the various pieces of non-standard work, this included verification work in respect of the Local Area Agreement (LAA) Stretch Targets and the Supporting People Programme (SPP) Grant. Capital based contract audit work was also undertaken with Brent Housing Partnership (BHP) and in relation to the construction of the Civic Centre and the ongoing construction of the ARK Academy. In addition, a number of revenue based contract audits were undertaken in relation to the arrangements for managing key contracts across the Council.

A further stream of work that is continuing into 2010/11, relates to the Finance Modernisation project. An approach was agreed with the Director of Finance & Corporate Resources and the Head of Audit & Investigations, with regards to the Internal Audit review of the control processes being designed by the Project Team. Deloitte PSIA are undertaking the initial review, focusing on the adequacy of the controls set out against key risks. The in-house Audit Manager and the Head of Audit & Investigations are then responsible for reviewing and agreeing the findings from Deloitte PSIA's work, prior to passing reports to the Director and Deputy Director of Finance & Corporate Resources.

**Summary of Assurance Opinions and Direction of Travel**

For the work finalised against the 2009/10 Internal Audit Plan, a summary of the Assurance Opinions awarded is set out in the table below, together with a comparison to the 2008/09 and 2007/08 financial years. Please note that an Assurance Opinion is not applicable in all cases and we have not included BHP audits within this analysis. Please see page 6 for the definitions of each of these opinions.

	Full 	Substantial 	Limited 	None 
<b>2007/08</b>	-	42% (23)	58% (32)	-
<b>2008/09</b>	-	78% (21)	22% (6)	-
<b>2009/10</b>	-	58% (19)	42% (14)	-

In addition, in any cases where an internal audit has been completed against the same scope in a prior year, an assessment of the Direction of Travel is also provided. As shown in the table below, there have been ten Council audits finalised for which such an assessment has been applicable. Six of these have shown an improvement. Please see page 7 for the definitions of the Direction of Travel.

	Improved 	Unchanged 	Deteriorated 
<b>2008/09</b>	8	1	-
<b>2009/10</b>	6	4	-

Overall, there has been a decline in the proportion of Substantial assurance reports compared to that in 2008/09. However, the position is still improved compared to 2007/08. In addition, a key point to note is that there is no decline in the assurance opinions awarded in areas where repeat audits have been undertaken. Wherever an area has been subject to a repeat audit, the Direction of Travel has either indicated an improvement or an unchanged position. Of particular note is that the improved assurances include a number of key financial systems as follows:

- Council Tax – moved from Limited to Substantial;
- Payroll – moved from Limited to Substantial; and
- Internal Financial Controls (Finance & Corporate Resources) – moved from Limited to Substantial.

**FMSiS Assessments**

The table below summarises the progress made and the outcomes of the assessments completed. Further details are set out on page 20.

	Pass	Conditional Pass	Fail	In progress	Still to be assessed
<b>2007/08</b>	3	-	-	-	-
<b>2008/09</b>	31	1	-	-	-
<b>2009/10</b>	22	7	1	3	1

Members are reminded that a school achieving a 'Conditional Pass' is given 20 working days, as per DCSF guidance, in order to address the gaps identified in the initial assessment. Evidence of this is required to be provided to Internal Audit prior to this being upgraded to a full 'Pass'. For those showing as 'Conditional Pass', we are currently in the process of confirming whether the schools have satisfactorily addressed the further actions required.

It should be noted that one school remains outstanding from 2008/09, for which the final outcome is still being determined.

**Follow-Up of Previously Raised Recommendations**

With regards to the follow-up of recommendations raised and agreed with management, a more structured programme was introduced in 2008/09, as reported on to the Committee.

Under the revised approach, management are responsible for completing a self assessment of the status of implementation of each of the recommendations originally raised, following the passing of the agreed deadlines for implementation. If management indicate that the recommendations have been implemented, then a meeting is arranged to verify this, following which a report is issued. If it is found that the recommendations have not been fully implemented, either through verification or as indicated by management in their self assessment, then, as was previously the case, further actions are identified as necessary and revised deadlines for completion will be agreed with management.

In all cases, where recommendations have not been fully implemented, the further actions will continue to be followed-up until the point at which full implementation is confirmed. This was also previously the case. However, the follow-up programme is now a rolling one as opposed to being restricted to an individual financial year. On this basis, the recommendations raised as part of a specific audit may be followed-up more than once in a single financial year, as well as potentially being followed-up in the

same financial year to that which the audit was undertaken, if it is relevant to do so, given the agreed implementation deadlines. It is hoped that this will improve both the efficiency of the follow-up process, and the extent to which management recognise the importance of undertaking their own monitoring of the implementation of recommendations.

The rolling programme is now fully in place and recommendations are being followed up with management, as and when the deadlines for implementation pass.

**West London Framework**

The Heads of Internal Audit from the four boroughs making up the West London Framework have continued to meet with Deloitte on a periodic basis through the Contract Compliance Board (CCB). These meetings are used to discuss general progress as well as to consider specific areas in which cross borough work may be valuable and areas in which joint improvements can be made.

At the end of 2009/10, two pieces of cross borough work were undertaken. One involved the compilation of a summary report on contract management controls across the three boroughs and the other concerned a comparison exercise into the approach to contract and performance managing the ALMO relationships. Both pieces of work are now complete and the reports are being circulated to management.

The Committee will be updated on any specific developments in future meetings, as appropriate.

**Customer Satisfaction**

In addition to progress against the Plan, a key way in which the performance of Deloitte is monitored is through the issuing of Customer Satisfaction Surveys to auditees following the completion of each piece of work. 17 completed questionnaires were received in relation to the work undertaken by Deloitte in 2009/10. The average for the overall rating on each completed questionnaire is 4.1 out of 5. This is slightly lower than the average overall rating for 2008/09, although in both cases the performance is classified as 'very good'.

The detailed breakdown of this feedback is set out on page 27 this report.

Year	Average Overall Rating
2007/08	3.88
2008/09	4.40
2009/10 (to date)	4.10

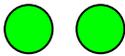
## Detailed summary of work undertaken

This section sets out a summary of the internal audits and FMSIS assessments undertaken during 2009/10. A summary of the main findings and the Assurance Opinion are only provided for internal audits for which the final report has been issued. Please note that only priority 1 recommendations are detailed, with the number of priority 2 and 3 recommendations raised being noted. Should Members wish to see full reports for any of the audits then these can be provided upon request.

The following tables provide the definitions of the assurance opinions, together with the definitions for recommendation priorities. Please note that these only apply to internal audit work, not to FMSIS assessments. The outcomes of the FMSIS assessments are explained later in this report.

### Assurance Opinions

There are four categories by which internal audit assurance is classified. These are:

	<b>Full</b>	There is a sound system of internal control designed to achieve the client's objectives. The control processes tested are being consistently applied.
	<b>Substantial</b>	While there is a basically sound system of internal control, there are weaknesses, which put some of the client's objectives at risk. There is evidence that the level of non-compliance with some of the control processes may put some of the client's objectives at risk.
	<b>Limited</b>	Weaknesses in the system of internal controls are such as to put the client's objectives at risk. The level of non-compliance puts the client's objectives at risk.
	<b>None</b>	Control processes are generally weak leaving the processes/systems open to significant error or abuse. Significant non-compliance with basic control processes leaves the processes/systems open to error or abuse.

The assurance ratings are not comparable with the International Standard on Assurance Engagements (ISAE 3000) issued by the International Audit and Assurance Standards Board and as such the grading of 'Full Assurance' does not imply that there are no risks to the stated objectives.

### Direction of Travel

The Direction of Travel assessment provides a comparison between the current assurance opinion and that of any previous internal audit for which the scope and objectives of the work were the same.

	Improved since the last audit visit. Position of the arrow indicates previous status.
	Deteriorated since the last audit visit. Position of the arrow indicates previous status.
	Unchanged since the last audit report.
No arrow	Not previously visited by Internal Audit.

### Recommendation Priorities

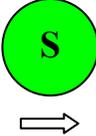
In order to assist management in using our internal audit reports, recommendations are categorised according to their level of priority as follows:

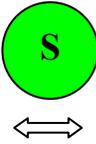
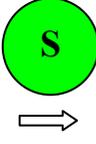
<b>Priority 1</b>	Major issues for the attention of senior management and the audit committee.
<b>Priority 2</b>	Important issues to be addressed by management in their areas of responsibility.
<b>Priority 3</b>	Minor issues resolved on site with local management.

## Summary Table

Where audits are part of the Internal Audit Plan with Brent Housing Partnership (BHP), the Assurance Opinion is indicated for any finalised reports. The summary of findings is not provided as this will / has been reported on separately to the BHP Audit & Finance Sub-Committee.

### New audits being reported as final

Audit	Status as at 28 May 2010	Assurance Opinion	
Council Tax	<p><b>Final Report</b></p> <p>One priority 1 recommendation was raised as a result of this audit. This was as follows:</p> <ul style="list-style-type: none"> <li>The process for sample checking the new report of amendments to standing data should be finalised and brought into operation as a matter of priority.</li> </ul> <p>As recommended previously in 2008//09, As part of this consideration should be given to sampling items across each type as opposed to undertaking a random 5% sample check across all items. Management should also consider whether the 5% sample level should apply equally to each amendment type, or whether there is a need to focus more on certain types from a risk perspective.</p> <p>The review of the reports including the sample checks should be evidenced through signing and dating the report, and any follow-up actions taken should be recorded.</p> <p>Four priority 2 and two priority 3 recommendations were also made where changes can be made in order to achieve greater control.</p> <p><b>All recommendations were accepted for implementation by management.</b></p> <p>There has been a positive movement in the Direction of Travel, as a Limited assurance was awarded at the time of the last audit.</p>	Substantial	

Audit	Status as at 28 May 2010	Assurance Opinion	
NNDR	<p><b>Final Report</b></p> <p>One priority 1 recommendation was raised as a result of this audit. This was as follows:</p> <ul style="list-style-type: none"> <li>The process for sample checking the new report of amendments to standing data should be finalised and brought into operation as a matter of priority.</li> </ul> <p>As recommended previously in 2008/09 consideration should be given to sampling items across each type as opposed to undertaking a random 5% sample check across all items. Management should also consider whether the 5% sample level should apply equally to each amendment type, or whether there is a need to focus more on certain types from a risk perspective.</p> <p>The review of the reports including the sample checks should be evidenced through signing and dating the report, and any follow-up actions taken should be recorded.</p> <p>Three priority 2 and two priority 3 recommendations were also made where changes can be made in order to achieve greater control.</p> <p><b>All recommendations were accepted for implementation by management.</b></p> <p>There has been no change in the direction of travel compared to our previous audit, for which substantial assurance was also given.</p>	Substantial	
Payroll	<p><b>Final Report</b></p> <p>Two priority 1 recommendations were raised as a result of this audit. These were as follows:</p> <ul style="list-style-type: none"> <li>Management should continue to liaise with Logica regarding the outstanding issues with the functionality of the Interact system and this approach should be used for any new issues or those that are not a priority.</li> </ul> <p>However, for those issues that remain unresolved over a longer period</p>	Substantial	

Audit	Status as at 28 May 2010	Assurance Opinion	
	<p>and are a key priority, management should agree how these issues will be escalated and what action they can and will take in respect of these. It is suggested that Legal are consulted in this process to help ensure the action taken is the most appropriate.</p> <p>Deadlines should be formally agreed with Logica for all outstanding issues and issues escalated in accordance with the contract conditions in the event that these deadlines are not met; and</p> <ul style="list-style-type: none"> <li>• Management should remind relevant staff of the need to clearly annotate the health check reports and sign the checklist to demonstrate that the checks have been completed in full.</li> </ul> <p>In addition, it is recommended that those responsible for reviewing and authorising health checks should be reminded not to authorise these until they are satisfied that all checks have been completed and reports annotated clearly.</p> <p>It is further recommended that management should review the current approach to reviewing the starters and leavers reports, giving consideration to the need for a 100% check on these, or at least a 100% check on any new starters that have been added by a Payroll officer as opposed to by the Recruitment Team (this would require the reports to specify the system user that added the record). If a decision is made to continue on a sample basis, the size of this should be determined through an acceptance of the risk involved. Management should also consider whether the sample sizes for all other reviews are sufficient on this basis.</p> <p>Three priority 2 recommendations were also made where changes can be made in order to achieve greater control.</p> <p><b>All recommendations were accepted for implementation by management.</b></p> <p>There has been a positive movement in the Direction of Travel, as a Limited assurance was awarded at the time of the last audit.</p>		

Audit	Status as at 28 May 2010	Assurance Opinion	
Internal Financial Controls – Finance & Corporate Resources	<p><b>Final Report</b></p> <p>Two priority one recommendations were raised as a result of this audit. These were as follows:</p> <ul style="list-style-type: none"> <li>Up until the point at which the approval of journals can be enforced by the Oracle system via the workflow, management should generate a month-end report from the system of all journals processed. This report should then be subject to senior officer review to confirm the appropriateness and accuracy of the journals processed, evidence of which should be maintained. With regards to the extent of the review, management should consider whether it is necessary for all items to be included, or whether this can be done on a sample basis. Any decision regarding sample sizes should be made on the basis of an assessment of the level of risk exposure that management are willing to accept.; and</li> <li>Bank reconciliations should be carried out in a timely manner in all cases. The reconciliations should be fully documented and signed off by the preparer, and should evidence senior officer review together with the date of completion. In addition, management should ensure that any unreconciled items are investigated and explanations recorded against these. Where it is determined that unreconciled items do not relate to unrepresented cheques, action should be taken to resolve these errors / anomalies.</li> </ul> <p>Two priority 2 and one priority 3 recommendations were also made where changes can be made in order to achieve greater control.</p> <p><b>All recommendations were accepted for implementation by management.</b></p> <p>There has been a positive movement in the Direction of Travel, as a Limited assurance was awarded at the time of the last audit.</p>	Substantial	
Contact Point (IT)	<p><b>Final Report</b></p> <p>No priority 1 recommendations were raised as a result of this audit. However, we did raise three priority 2 recommendations where changes can</p>	Substantial	

Audit	Status as at 28 May 2010	Assurance Opinion	
	<p>be made in order to achieve greater control.</p> <p><b>All recommendations were accepted for implementation by management.</b></p> <p>A Direction of Travel assessment was not applicable as this area had not been audited previously.</p>		
LAGAN CRM Post Implementation Review (IT)	<p><b>Final Report</b></p> <p>No priority 1 recommendations were raised as a result of this audit. However, we did raise seven priority 2 and two priority 3 recommendations where changes can be made in order to achieve greater control.</p> <p><b>All recommendations were accepted for implementation by management.</b></p> <p>A Direction of Travel assessment was not applicable as this area had not been audited previously.</p>	Substantial	
Housing Rents (BHP)	<b>To be reported to BHP Finance &amp; Audit Sub-Committee</b>	Substantial	
Insurance	<p>2 Priority 1 Recommendations were raised as a result of this audit. These were as follows:</p> <ul style="list-style-type: none"> <li>• Management should develop an Insurance Strategy which is linked to and correlates with the Council's Risk Management Strategy. Once developed, the strategy should be approved by a relevant Committee and / or Executive and made available to all relevant officers.</li> <li>• Management should establish a more formal mechanism for the review of insurable risks. A list should be compiled of all of the Council's insurable risks and evidence should be maintained of the annual review of these risks.</li> </ul> <p><b>We raised an additional 10 Priority 2 recommendations 9 of which were accepted for implementation by management.</b></p>	Substantial	

Audit	Status as at 28 May 2010	Assurance Opinion	
Houses in Multiple Occupation	<p>Final Report</p> <p>We raised no priority 1 recommendations as a result of this audit. We raised 6 priority 2 recommendations all but one of which were accepted for implementation by management.</p>	Substantial	
Internal Financial Controls – Business Transformation	<p><b>Final Report</b></p> <p>Three priority 1 recommendations were raised as a result of this audit. These were as follows:</p> <ul style="list-style-type: none"> <li>Up until the point at which the automated workflow for journals is switched on, management should generate a month-end report from the system of all journals processed. This report should then be subject to senior officer review to confirm the appropriateness and accuracy of the journals processed, evidence of which should be maintained.</li> </ul> <p>With regards to the extent of the review, management should consider whether it is necessary for all items to be included, or whether this can be done on a sample basis. Any decision regarding sample sizes should be made on the basis of an assessment of the level of risk exposure that management are willing to accept.</p> <ul style="list-style-type: none"> <li>The monthly bank reconciliation process should be resumed as a matter of priority when the issues arising from the data migration are resolved. The reconciliations should be fully documented and signed off by the preparer, and should evidence senior officer review, together with the date of completion.</li> </ul> <p>In addition, management should ensure that any unreconciled items are investigated and explanations recorded against these. If it is determined that any unreconciled items do not relate to unrepresented cheques, action should be taken to resolve these errors / anomalies; and</p> <ul style="list-style-type: none"> <li>Control account reconciliation process should be resumed as a matter of priority when the issues arising from the data migration are resolved.</li> </ul> <p>In addition, the reconciliations should be documented and signed off by the preparer, and should evidence senior officer review, together with the</p>	Limited	

Audit	Status as at 28 May 2010	Assurance Opinion	
	<p>date of completion. In addition, any variances identified as part of the reconciliations should be followed-up, annotated and cleared in a timely manner.</p> <p>Three priority 2 recommendations were also made where changes can be made in order to achieve greater control.</p> <p><b>All recommendations were accepted for implementation by management.</b></p> <p>Business Transformation as a Service Area have not been audited previously and hence a Direction of Travel assessment is not relevant. However, it is noted that both ITU and OSS have been audited previously as part of Finance &amp; Corporate Resources (F&amp;CR) and Housing respectively. ITU were sampled in 2007/08, at which point a Limited assurance was provided for F&amp;CR, and OSS were audited in 2008/09, at which point a Substantial assurance was provided to Housing.</p>		
Disaster Recovery Planning Provisions (IT)	<p><b>Final Report</b></p> <p>One priority 1 recommendation was raised as a result of this internal audit. This was as follows:</p> <ul style="list-style-type: none"> <li>Formal arrangements for the continuity and recovery of the Council's ICT operations (ICT infrastructure, systems and processes) should be implemented for all systems. These arrangements should be formally documented within a Disaster Recovery Plan (DRP), approved by an appropriate level of management and communicated to the business.</li> </ul> <p>The plan should then be tested on at least an annual basis. Furthermore, the documented arrangements should be periodically reviewed and updated as required.</p> <p>Four priority 2 recommendations were also made where changes can be made in order to achieve greater control.</p> <p><b>All recommendations were accepted for implementation by management.</b></p> <p>There has been no change in the direction of travel compared to our previous</p>	Limited	 

Audit	Status as at 28 May 2010	Assurance Opinion	
	audit, for which limited assurance was also given. However, the implementation of the twin data centres indicates a significant milestone in ITU's efforts to provide a robust disaster recovery solution.		
iCasework Application – Support Arrangements	<p><b>Final Report</b></p> <p>Three priority 1 recommendation were raised as a result of this internal audit. These were as follows:</p> <ul style="list-style-type: none"> <li>• Management should revise the Service Level Agreement with Tagish and consider the inclusion of: <ul style="list-style-type: none"> <li>○ Expected service levels;</li> <li>○ Required target response times; and</li> <li>○ Penalty clauses where targets are not met;</li> </ul> </li> <li>• Ownership of the iCasework application should be established at the earliest opportunity. System owners within each business area using the application should be identified to manage the day to day running of the application and the performance of the supplier should be monitored against these service levels; and</li> <li>• System testing should be undertaken following an upgrade or patch release of the application. Formal test plans should be constructed and followed and test results should also be documented and analysed.</li> </ul> <p><b>All recommendations were accepted for implementation by management.</b></p> <p>Based on the partial implementation of recommendations raised in our 2007/08 audit, we indicated a positive movement in the Direction of Travel. However, on the basis of the weaknesses identified, and also due to there being other recommendations still outstanding, the overall Limited opinion was unchanged.</p>	Limited	 

Audit	Status as at 28 May 2010	Assurance Opinion	
CRC Energy Efficiency Scheme	<p><b>Final Report</b></p> <p>As agreed with the Director of Finance &amp; Corporate Resources, work was added to the Plan in the fourth quarter in respect of the CRC Energy Efficiency Scheme.</p> <p>This non-standard work involved the facilitation of a workshop with key officers, and additional fieldwork, in order to assist management to determine their readiness for the Scheme.</p> <p>A detailed report was issued to management, including an action plan to be taken forward. An assurance opinion was not relevant at this stage, but a high level summary of the position at the time of the work was as follows:</p> <ul style="list-style-type: none"> <li>• Management have already undertaken some preparatory work around the impacts of the CRC, however this review should be more systematic, particularly in relation to which bodies, emissions sources and properties Brent will be responsible for in their CRC responsibilities, where the application of detailed regulations can be complex;</li> <li>• Allocation of responsibilities, particularly for data collection and reporting, is a key area; and</li> <li>• There should be additional formalisation of processes due to the increased scrutiny and impact of CRC compared to existing measures, for example NI185 (in the form of fines, allowance purchase requirements and league tables).</li> </ul> <p>Further work is planned during 2010/11 in order to follow-up on the status of progress against the agreed action plan.</p>	N/A	N/A
Safeguarding Adults – Quality Assurance	<p><b>Final Report</b></p> <p>At the request of the Director of Housing &amp; Community Care, work was undertaken in respect of the actions being taken by management to address the recommendations raised by the (former) Commission for Social Care Inspection (CSCI) regarding the Council’s arrangements for safeguarding vulnerable adults.</p>	N/A	N/A

Audit	Status as at 28 May 2010	Assurance Opinion	
	<p>In summary, we sought to obtain evidence to support the actions indicated by management as having been taken in relation to each of the recommendations raised, or, where there were further actions still due to be completed, we sought to obtain evidence to support their progression in accordance with deadlines agreed by management.</p> <p>A detailed report was issued to management.</p> <p>In summary, overall, we were able to confirm that a number of actions had been progressed against the recommendations raised by CSCI, as recorded in the Action Plan put together by management following their inspection. In addition, it was positive to note the results that management had reported from the case file audits, as these provide some assurance as to whether all of the work being undertaken in response to the recommendations is actually proving effective in terms of resultant improvements against the weaknesses originally identified by CSCI.</p> <p>However, we did identify a number of points for management to consider in relation to certain actions, either with regards to the degree to which these were supported by documentary evidence, or with regards to the way in which the actual tasks had been carried out, although in no instance did our work question the actual performance of safeguarding processes, as we are not qualified to do so.</p> <p>We also identified elements of the Action Plan which did not appear to be fully up to date at the time of our fieldwork, as well as weaknesses in the overall format of the Action Plan. These concerned the lack of clarity between actions completed and those still due for completion. In addition, some of the actions identified by management were written more as statements than clear actions.</p> <p>An assurance opinion was not relevant for this work, but recommendations were raised in respect of any weaknesses or gaps identified.</p> <p><b>All recommendations were accepted for implementation by management.</b></p> <p>As raised with management, the Committee are reminded that our work</p>		

Audit	Status as at 28 May 2010	Assurance Opinion	
	cannot be taken as any form of guarantee as to the outcome of any future assessment of the Council's safeguarding arrangements, given that we are not qualified to make such an assessment from a social care perspective.		
Adult Social Care Transformation – Reablement	<p><b>Final Report</b></p> <p>At the request of the Assistant Director, Quality &amp; Support, we undertook non-standard work in relation to the ongoing Transformation programme within Adult Social Care (ASC), specifically focusing on the Reablement workstream.</p> <p>We previously undertook work in 2008/09 in relation to the development of systems relating to Self Directed Support (SDS), as well as auditing the systems of control in place around Direct Payments.</p> <p>Given that the Reablement project only entered the planning stages in late 2009 and is not due for full implementation until later in 2010, our work only focused on providing an initial assessment of the adequacy of controls being planned and implemented. An effectiveness assessment was not relevant at this time, nor was an overall assurance opinion.</p> <p>Further work is planned for 2010/11, once the process has been implemented.</p>	N/A	N/A
LAA Stretch Target	Certification of Grant Claim; Training Workshop and guidance provided to relevant staff and PRU.	N/A	N/A

Audits currently at draft report stage or in progress

The table below lists those audits for which the management responses to the Draft Report are still in the process of being discussed and agreed, or for which responses are awaited, or where the audit is currently in progress.

<b>Audit</b>	<b>Status as at 28 May 2010</b>
Government Procurement Cards	Discussing Management Responses to the Draft Report.
ARK Academy (contract audit)	Awaiting Management Responses to the Draft Report.
Accuserv Application (BHP) (IT)	Awaiting Management Responses to the Draft Report.
Government Gateway Post Implementation (IT)	Awaiting Management Responses to the Draft Report.
Internal Financial Controls (BHP)	Awaiting Management Responses to the Draft Report.
Civic Centre (contract audit)	Awaiting Management Responses to the Draft Report.
Kilburn Square TMO (BHP)	Awaiting Management Responses to the Draft Report.
Housing & Council Tax Benefits	Awaiting Management Responses to the Draft Report.
Internal Financial Controls – Housing	Awaiting Management Responses to the Draft Report.
Internal Financial Controls – Adult Social Care	Awaiting Management Responses to the Draft Report.
Internal Financial Controls – Environment & Culture	Awaiting Management Responses to the Draft Report.
Internal Financial Controls – Children & Families	Awaiting Management Responses to the Draft Report.
John Kelly Boys School	Awaiting Management Responses to the Draft Report
John Kelly Girls School	Awaiting Management Responses to the Draft Report

## FMSIS Assessments

The table below lists those primary schools for which an FMSiS assessment has been undertaken during the 2009/10 financial year, as well as the one from 2008/09 which is yet to be finalised. The deadline for this was extended to allow Education Finance to work with the school to address the issues regarding their understanding of the new budget monitoring pro-forma. At the current time these are still yet to be fully addressed in this case.

The assessments are required to be undertaken in accordance with the guidance issued by the Department for Children, Schools and Families (DCSF) and differ to the standard internal audits. Assurance opinions are not relevant as the schools receive either a Pass, Conditional Pass or Fail against the Standard.

School	Assessment Outcome	Status as at 28 May 2010
<b>2008/09 Assessments</b>		
John Keble C.E Primary School	Conditional Pass	Currently determining the final outcome.
<b>2009/10 Assessments</b>		
Carlton Vale Infant School	Pass	Complete
Wykeham Primary School	Pass	Complete
Islamia Primary School	Pass	Complete
Kensal Rise Primary School	Pass	Complete
Wembley Primary School	Pass	Complete
St Joseph's R.C Infant School	Pass	Complete
St Joseph's R.C Junior School	Pass	Complete
St Mary's RC Primary School	Pass	Complete
Mora Primary School	Pass	Complete
The Stonebridge Primary School	Pass	Complete
Lyon Park Junior School	Pass	Complete

School	Assessment Outcome	Status as at 28 May 2010
Newfield Primary School	Pass	Complete
Grove Park School	Pass	Complete
Hay Lane	Pass	Complete
Manor	Pass	Complete
St Robert Southwell Primary School	Pass	Complete
Roe Green Junior School	Pass	Complete
Roe Green Infants School	Pass	Complete
Avighdor Hirsch Torah Temimah Primary School	Pass	Complete
St Mary Magdalen's RC Junior School	Pass	Complete
Brentfield Primary School	Pass	Complete
Woodfield Primary School	Pass	Complete
Furness	Conditional Pass	Currently determining the final outcome.
Chalkhill Primary School	Conditional Pass	School are currently within the 20 working day period for addressing the gaps identified as part of the Conditional Pass.
Vernon House School	Conditional Pass	School are currently within the 20 working day period for addressing the gaps identified as part of the Conditional Pass.
Malorees Junior School	Conditional Pass	School are currently within the 20 working day period for addressing the gaps identified as part of the Conditional Pass.
Preston Manor High School (Secondary - Foundation)	Conditional Pass	School are currently within the 20 working day period for addressing the gaps identified as part of the Conditional Pass.
St Gregory's Science College (Secondary - Foundation)	Conditional Pass	School are currently within the 20 working day period for addressing the gaps identified as part of the Conditional Pass.

School	Assessment Outcome	Status as at 28 May 2010
Wembley High Technology College (Secondary - Foundation)	Conditional Pass	School are currently within the 20 working day period for addressing the gaps identified as part of the Conditional Pass.
Northwest London Jewish Day Primary School	Fail	School has been given 12 months within which to implement recommendations in order for a re-assessment to be undertaken.
Cardinal Hinsley Mathematics and Computing College (Secondary - Foundation)	To be completed	Currently determining outcome
Braintcroft Primary School	Still to be assessed. Assessment postponed to 2010/11 as School has just come out o Special Measures.	N/A

Audits previously reported to Committee as final

The table below sets out those audits from the 2009/10 Internal Audit Plan which have previously been reported to the Committee as final. They are included here so as to provide Members with an overview of the work completed for the year to date, together with the assurance opinions awarded.

Audit	Status as at the March 2010 Audit Committee meeting	Assurance Opinion
Veolia Contract Management / Recycling	Final Report. Previously reported to the Audit Committee in September 2009.	Substantial 
Frameworki Financial Module Post Implementation (IT)	Final Report. Previously reported to the Audit Committee in September 2009.	Substantial 
Stonebridge Estate – Hyde Contract Management	Final Report. Previously reported to the Audit Committee in December 2009.	Substantial 
Traffic Management - Notifications	Final Report. Previously reported to the Audit Committee in December 2009.	Substantial 
Blue Badges	Final Report. Previously reported to the Audit Committee in December 2009.	Substantial 
Pensions Application (IT)	Final Report. Previously reported to the Audit Committee in December 2009.	Substantial  
Windows Operating System (IT)	Final Report. Previously reported to the Audit Committee in December 2009.	Substantial 
Housing Repairs & Maintenance (BHP)	Final Report. Previously reported to the Audit Committee in December 2009.	Substantial  

Audit	Status as at the March 2010 Audit Committee meeting	Assurance Opinion
Cleaning and Grounds Maintenance Contract Management (BHP)	Final Report. Previously reported to the Audit Committee in December 2009.	Substantial 
Business Continuity Planning (BHP)	Final Report. Previously reported to the Audit Committee in December 2009.	Substantial 
Appointeeships and Deputyships	Final Report. Previously reported to the Audit Committee in March 2010.	Substantial  
Grants to Voluntary Organisations	Final Report. Previously reported to the Audit Committee in March 2010.	Substantial  
Transportation	Final Report. Previously reported to the Audit Committee in March 2010.	Substantial 
E-Recruitment Post Implementation (IT)	Final Report. Previously reported to the Audit Committee in March 2010.	Substantial 
Repairs and Voids (BHP)	Final Report. Previously reported to the Audit Committee in March 2010.	Substantial  
DomDoc EDM management system (BHP) (IT)	Final Report. Previously reported to the Audit Committee in March 2010.	Substantial 
Home Care – Contract Management	Final Report. Previously reported to the Audit Committee in September 2009.	Limited 

Audit	Status as at the March 2010 Audit Committee meeting	Assurance Opinion	
Recruitment	Final Report. Previously reported to the Audit Committee in September 2009.	Limited	
Joint Commissioning	Final Report. Previously reported to the Audit Committee in September 2009.	Limited	
Complaints	Final Report. Previously reported to the Audit Committee in September 2009.	Limited	
Private Sector Procurement Team	Final Report. Previously reported to the Audit Committee in December 2009.	Limited	
Section 106	Final Report. Previously reported to the Audit Committee in December 2009.	Limited	
Registration and Nationality Service	Final Report. Previously reported to the Audit Committee in December 2009.	Limited	
Children's Centres Financial Management	Final Report. Previously reported to the Audit Committee in December 2009.	Limited	
Treasury Management	Final Report. Previously reported to the Audit Committee in December 2009.	Limited	
Treasury Management (BHP)	Final Report. Previously reported to the Audit Committee in December 2009.	Limited	
Corporate Health & Safety	Final Report. Previously reported to the Audit Committee in March 2010.	Limited	

Audit	Status as at the March 2010 Audit Committee meeting	Assurance Opinion	
Cash Receipting Application (IT)	Final Report. Previously reported to the Audit Committee in March 2010.	Limited	
Oracle I-Procurement Sanity Check	Final Report. Previously reported to the Audit Committee in September 2009.	N/A	N/A
Risk Management (BHP)	Final Report. Previously reported to the Audit Committee in September 2009.	N/A	N/A
Watling Gardens TMO (BHP)	Final Report. Previously reported to the Audit Committee in September 2009.	N/A	N/A
Sundry Debt Recovery Team	Final Report. Previously reported to the Audit Committee in December 2009.	N/A	N/A
Traffic Management - London operational Pilot Scheme (LoPS)	Final Report. Previously reported to the Audit Committee in December 2009.	N/A	N/A
Supporting People Programme Grant	Final Report. Previously reported to the Audit Committee in December 2009.	N/A	N/A

## Customer Satisfaction

We set out below a breakdown of the feedback received through the Customer Satisfaction Questionnaires, as completed by auditees for work undertaken to date by Deloitte against the 2009/10 Internal Audit Plan.

5 = Excellent; 4 = Very Good; 3 = Satisfactory; 2 = Potential for Improvement; and 1 = Unsatisfactory.

Audit	Sufficient notice was provided prior to the start of the audit	Communication of audit objectives, purpose and scope	Effectiveness and professionalism of the auditor(s)	Auditor(s) understanding of the service you provide	Quality of exit meeting and discussion of report findings	Quality, accuracy and usefulness of the report	Overall opinion of the audit
Veolia Contract Management / Recycling	4	4	4	3	4	4	4
Complaints	4	5	3	3	4	4	4
Home Care Contract Management	5	4	4	4	3	3	3
Private Sector Procurement Team	3	4	4	4	2	3	3
Section 106	3	3	5	4	5	3	4
Sundry Debt Recovery Team	4	4	5	4	4	4	4
Traffic Management	4	5	5	4	4	4	4
Cash Receipting Application (IT)	4	4	5	5	5	5	5
E-Recruitment (IT)	5	5	5	5	5	5	5
Grants to Voluntary	3	3	4	3	3	4	3

Audit	Sufficient notice was provided prior to the start of the audit	Communication of audit objectives, purpose and scope	Effectiveness and professionalism of the auditor(s)	Auditor(s) understanding of the service you provide	Quality of exit meeting and discussion of report findings	Quality, accuracy and usefulness of the report	Overall opinion of the audit
Organisations							
Transportation	4	4	4	4	4	4	4
Blue Badges	4	4	4	4	4	4	4
Cleaning and Grounds Maintenance (BHP)	5	5	5	5	4	5	5
Treasury Management (BHP)	4	5	5	4	4	4	4
Housing Repairs & Maintenance (BHP)	5	5	5	4	5	5	5
ContactPoint Implementation Project	3	3	3	3	3	3	3
CRC Energy Efficiency Scheme	4	4	5	5	n/a	4	5

## Appendix A – Audit Team and Contact Details

London Borough of Brent	Contact Details
Simon Lane – Head of Audit & Investigations	✉ <a href="mailto:simon.lane@brent.gov.uk">simon.lane@brent.gov.uk</a>
Aina Uduehi – Audit Manager	☎ 020 8937 1260
	✉ <a href="mailto:aina.uduehi@brent.gov.uk">aina.uduehi@brent.gov.uk</a>
	☎ 020 8937 1495

Deloitte & Touche Public Sector Internal Audit Limited	Contact Details
Richard Evans – General Manager	✉ <a href="mailto:phil.lawson@brent.gov.uk">phil.lawson@brent.gov.uk</a>
Phil Lawson – Senior Audit Manager	☎ 020 8937 1493
Shahab Hussein – Senior Computer Audit Manager	

## Appendix B – Progress Against 2009/10 Internal Audit Plan

The table below sets out the detailed progress made against the agreed 2009/10 Internal Audit Plan, together with an indication of any instances where an audit has been removed from the Plan, any where an audit has been added, and also any for which the planned timing has had to be amended.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
<b>CROSS COUNCIL AUDITS (70 Days) (increased to 92 days)</b>					
Corporate Health & Safety	10	To focus on the controls in place with regards to managing health and safety across the Council. It is proposed that the specific scope of the audit should be aligned to the 10 point Health & Safety Service Plan produced for 2008/09, as this was formulated on the basis of the Health & Safety Commission (HSC) / industry guidance 'Health & Safety Leadership Checklist'. Consideration will also be given to the extent to which the new Health & Safety (Offences) Bill and the recently enacted Corporate Manslaughter & Corporate Homicide Act 2007 have been embedded into the Council's arrangements.	Geoff Galilee – Service Unit Director, Health, Safety & Licensing	Qtr 1	Final Report issued.
Registers of Interest / Gifts & Hospitality	10 (reduced to 0)	To focus on the controls in place across the Council for ensuring that officers declare any interests / gifts & hospitality; that gifts & hospitality are only accepted in line with Council policy; and that appropriate follow-up actions are taken by management to ensure that any officers declaring interests / gifts & hospitality are operating in an appropriate manner.	To be determined	Qtr 1	Audit removed from the Plan due to the new Policy not yet having been implemented – to be included in the 2010/11 Plan.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
Use of Consultants	10 <i>(reduced to 0)</i>	To focus on the controls in place around the identification of need for consultants to be engaged; the hiring of appropriately skilled and experienced consultants; the achievement of value for money in the hiring of consultants; and the monitoring of performance and time input for those consultants engaged.	To be determined	Qtr 2	Audit removed from the Plan due to the potential conflict of interest between Deloitte PSIA and Deloitte MCS.  The in-house team's allocation of days does not allow this to be moved to them.  Consideration will be given to whether this should be included within the 2010/11 Plan.
Project Management – feeding into One Council Review (part Contract Audit)	10 <i>(reduced to 2)</i>	To feed into the Once Council review being led by the Assistant Director of Regeneration on the management of Major Regeneration Programmes and Major Projects.  Specific scope and approach still to be discussed with the Assistant Director of Regeneration.  Work to be combined with IT Project Management, as included within the IT Plan.	Andy Donald – Assistant Director of Regeneration	To be determined	Senior Manager and Contract Audit Manager attended an initial workshop in June 2009, to provide an overview of weaknesses identified from previous audit work across the Council, as well as issues identified in other public sector organisations and potential key elements to consider.  Development of a Project Management methodology is now being taken forward as part of the Council's Improvement & Efficiency Strategy and so no further input from Internal Audit is

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
					planned at this stage.
Local Public Service Agreement (LPSA) – Efficiency Target	10	Completion of necessary checks in order to certify that the stretch efficiency target has been met, thereby enabling the Council to claim the associated Performance Reward Grant.	Duncan McCleod – Director of Finance & Corporate Resources	Qtr 2	Audited as part of LAA Stretch Targets Certification in Qtr 2.
Annual Governance Statement	10	Production of the Annual Governance Statement through the co-ordination of the completion of the Certificates of Assurance by Directors and the annual review of the Council's Corporate Governance Action Plan.	Simon Lane – Head of Audit & Investigations / Directors	Qtr 4	Draft AGS is being presented to the Audit Committee.
CRC Energy Efficiency Scheme	15 <i>(added to the Plan)</i>	To undertake an exercise to assist management with determining their readiness with regards to the forthcoming CRC Energy Efficiency Scheme.	Duncan McLeod – Director of Finance & Corporate Resources	Added for Qtr4	Final Report Issued.
Finance Modernisation Project	30 <i>(added to the Plan)</i>	Review work in relation to the control processes being designed as part of the Finance Modernisation Project, focusing on the adequacy of controls being set out in the initial high level designs. Work will continue into 2010/11 as the detailed designs are formulated.	Duncan McCleod – Director of Finance & Corporate Resources / Mick Bowden – Deputy Director of Finance & Corporate Resources	Added for Qtr4	Draft Reports issued and being discussed with management.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
Contract Management Summary Report (Cross Borough Work)	3 <i>(added to the Plan)</i>	Days have been agreed with each of the boroughs in the West London Framework for undertaking cross borough work in Qtr4. Production of a summary report of the key / common issues arising from the four contract management audits being undertaken, together with a cross borough comparison as part of the wider West London Framework.	N/A	Added for Qtr4	Report being circulated to management.
Contract and Performance Management of the ALMO relationship (Cross Borough Work)	12 <i>(added to the Plan)</i>	Days have been agreed with each of the boroughs in the West London Framework for undertaking cross borough work in Qtr4. Comparison exercise into the approach to contract and performance managing the ALMO relationships.	Various	Added for Qtr4	Report being circulated to management.
<b>FINANCE &amp; CORPORATE RESOURCES (108 Days) (reduced to 88)</b>					
Council Tax	15	Annual systems audit focussing on key controls and any systems changes.	Paula Buckley – Head of Client Team – Revenue & Benefits	Qtr 3	Final Report issued.
Housing & Council Tax Benefits	15	Annual systems audit focussing on key controls and any systems changes.	David Oates – Head of Benefits – Revenue & Benefits	Qtr 3	Report being circulated to management.
NNDR	15	Annual systems audit focussing on key controls and any systems changes.	Paula Buckley – Head of Client Team –	Qtr 3	Final Report issued.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
			Revenue & Benefits		
Treasury Management	10	Annual systems audit focussing on key controls and any systems changes.	Martin Spriggs – Head of Exchequer & Investment	Qtr 1	Final Report issued.
Internal Financial Controls	15	Annual audit focussing on key financial controls operating within the Service Areas and the extent to which the Council's Financial Regulations are being complied with. Specific areas of focus include the raising of invoices; receipt of income; debt recovery and write-off; payments; BACs and cheque controls; journals; and reconciliations.	Mark Peart – Head of Financial Management	Qtr 4	Final Report issued.
Sundry Debt Recovery Team	8	To focus on the systems of control being designed and implemented by the new Sundry Debt Recovery Team to take responsibility for debt recovery across the Council.	Sarah Cardno – Exchequer Services Manager	Qtr 2	Final Report issued.
Insurance	10	To focus on the controls in place around the Council's insurance function. Specific areas of focus are likely to include identification of required insurance coverage; raising of claims; monitoring progress and receipt of claims; processing of claims made against the Council; monitoring of claims received against the Council; and action taken to minimise the receipt of claims.	Alison Matheson – Head of Procurement Strategy & Risk Management	Qtr 1	Final Report to be issued.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
Procurement - feeding into One Council Review (part Contract Audit)	10 <i>(reduced to 0)</i>	To feed into the Once Council review being led by the Head of Procurement Strategy & Risk Management and the Borough Solicitor on Procurement and Contract Management.  Specific scope and approach still to be discussed with the Head of Procurement Strategy & Risk Management and the Borough Solicitor.	Alison Matheson – Head of Procurement Strategy & Risk Management	To be determined	Audit removed from the Plan. It is now unlikely that any input from Internal Audit will be appropriate in the 2009/10 financial year as the various Improvement & Efficiency projects are currently still at the scoping stage. This will be considered for inclusion as part of the 2010/11 Plan.
Procurement - post One Council Review (part Contract Audit)	10 <i>(reduced to 0)</i>	To focus on the controls put in place as part of the One Council review and the extent to which these are being effectively operated.	Alison Matheson – Head of Procurement Strategy & Risk Management	Qtr 4	As above.
<b>CHILDREN &amp; FAMILIES (220 Days)</b> <i>(increased to 242 days)</i>					
FMSiS Assessments	112	Completion of assessments for the 25 remaining primary schools.	Bharat Jashapara – Head of Finance – Children & Families	Across the year	See breakdown in Executive Summary.
Schools Thematic Work	10 <i>(reduced to 0)</i>	To focus on a specific theme and visit a sample of schools to either assess compliance with the requirements of the Financial Regulations for Schools, or to assess the adequacy and effectiveness of controls in respect of fraud and non-fraud risks in that area.  Thematic work being undertaken in 2008/09 is focussing on Procurement and	Bharat Jashapara – Head of Finance	Qtr 3	Removed from the Plan to accommodate the Foundation Schools that have been added.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
		compliance with the Financial Regulations for Schools.			
Fostering & Adoption	10 <i>(reduced to 0)</i>	To focus on the controls in place around the assessment and approval of persons applying to be carers.	Graham Genoni – Assistant Director of Social Care	Qtr 1	Audit removed from the Plan as OFSTED inspection in this area – days being put towards addition of Foundation Schools.
SEN Statementing	10 <i>(reduced to 0)</i>	To feed into the Improvement & Efficiency review being undertaken in this area. Specific scope and approach still to be discussed with the Assistant Director of Achievement & Inclusion.	Rik Boxer – Assistant Director of Achievement & Inclusion	To be determined	Audit removed from the Plan due to the service review that has already been undertaken by the Brent Excellence Support Team (BEST). This will be considered for inclusion as part of the 2010/11 Plan.
Child Protection	15 <i>(reduced to 2)</i>	To feed into the Improvement & Efficiency review being undertaken in this area. Specific scope and approach still to be discussed with the Assistant Director of Social Care.	Graham Genoni – Assistant Director of Social Care	To be determined	Time was input into scoping and preparing for this audit. This included liaison with the Assistant Director of Social Care and the BEST, so as to co-ordinate this with their service review in this area.  However, the Council has since had an unannounced visit from Ofsted and will now be subject to a full inspection. The audit is therefore being removed from the Plan. However, work will be considered for 2010/11 in order to assess

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
					the extent to which any recommendations raised by Ofsted have been implemented.
Joint Commissioning	10	To focus on the controls in place around the operations of the Joint Commissioning Team. Specific areas of focus are likely to include the achievement of value for money; compliance with the Council's Financial Regulations; management of partnership risk; and contract management.	Krutika Pau – Assistant Director of Strategy & Partnerships	Qtr 1	Final Report issued.
Internal Financial Controls	15	Annual audit focussing on key financial controls operating within the Service Areas and the extent to which the Council's Financial Regulations are being complied with. Specific areas of focus include the raising of invoices; receipt of income; debt recovery and write-off; payments; BACs and cheque controls; journals; and reconciliations.	Bharat Jashapara – Head of Finance – Children & Families	Qtr 4	Draft Report issued – awaiting management responses.
Wembley Park Academy Project (Contract Audit)	12	To focus on controls in place around the ongoing management of the Wembley Park Academy project. Contract audit work has been undertaken in 2008/09 focusing on initial stages of the project, including controls around tendering and governance structures.	Mustafa Salih – Assistant Director of Finance & Performance	To be determined	Draft Report issued – awaiting management responses.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
Early Years	10 <i>(reduced to 0)</i>	To focus on the controls in place around the co-ordination of the service and the award of grant funding to nurseries.	Krutika Pau – Assistant Director of Strategy & Partnerships	Qtr 2	Audit removed from the Plan as work on Children's Centres has partly covered this – days being put towards addition of Foundation Schools.
Children's Centre Establishment Visit <i>(changed to look at financial management across a number of Centres)</i>	10 <i>(increased to 15)</i>	To focus on the controls in place around the management and administration of a chosen Children's Centre. Specific areas of focus are likely to include governance; staffing; procurement; income; management of assets; and budgetary control.  Specific Children's Centre to be agreed with the Assistant Director of Strategy & Partnerships and the Head of Finance.  <i>Approach that was agreed on was to focus on key elements of financial management across a number of Children's Centres, as opposed to just visiting one Centre, i.e. thematic style work.</i>	Krutika Pau – Assistant Director of Strategy & Partnerships	Qtr 1	Final Report issued.
Other Establishment Visit	8	To focus on the controls in place around the management and administration of a chosen establishment (not a school or Children's Centre). Specific areas of focus are likely to include governance; staffing; procurement; income; management of assets; and budgetary control.  Specific establishment to be agreed with the Assistant Director of Achievement & Inclusion and the Head of Finance.	Rik Boxer – Assistant Director of Achievement & Inclusion	Qtr 2	Audit Removed from Plan – replaced by Foundation School Audits.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
John Kelly Boys and John Kelly Girls Schools (pre-Academy)	20 ( <i>added to the Plan</i> )	Education Finance requested these to be added to the Plan, prior to the two schools transferring to Academy status, so as to provide the Council with an overview of the control environment for the first half of the 2009/10 financial year.	Bharat Jashapara – Head of Finance – Children & Families	Added for Qtr2	Final Reports issued.
Foundation Schools (Audit + FMSiS Re-Assessment)	48 ( <i>added to the Plan</i> )	Audits of four Foundation Schools plus FMSiS re-assessment in line with the DCSF's three year cycle. The remaining Foundation Schools will be audited and re-assessed as part of the 2010/11 Internal Audit Plan.	Bharat Jashapara – Head of Finance – Children & Families	Added for Qtr4	Draft Reports issued for two of the four schools. These are currently within their 20 working day period for addressing the gaps identified as per the FMSiS assessment. Draft reports to be issued for the remaining two.
<b>ENVIRONMENT &amp; CULTURE (107 Days) (<i>reduced to 79 days</i>)</b>					
Sports Service	12	To focus on the systems of control in place within the internally managed Bridge Park and Charteris Centres. Specific areas of focus are likely to include the receipt of income at the Centres; recruitment and training of appropriate staff; maintenance and health & safety management; and performance management.  This work will build on the internal audit undertaken in 2008/09 around the management of the contracts for the externally managed Willesden and Vale Farm Centres.	Sue Harper – Assistant Director, Leisure & Regeneration	Qtr 4	See review of Internal Financial Controls below.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
Transportation	15 <i>(reduced to 12)</i>	To focus on the controls implemented within Transportation following restructuring and internal review work undertaken in 2008/09.  Specific scope and approach still to be discussed with the Assistant Director, Streets & Transportation.	Irfan Malik – Assistant Director, Streets & Transportation	Qtr 2	Final Report issued.
Internal Financial Controls – Part 3	15	Annual audit focussing on key financial controls operating within the Service Areas and the extent to which the Council's Financial Regulations are being complied with. Specific areas of focus include the raising of invoices; receipt of income; debt recovery and write-off; payments; BACs and cheque controls; journals; and reconciliations.	Ken Patterson – Head of Finance	Qtr 4	Draft Report issued – awaiting management response
Traffic Management Act – Part 3	10 <i>(increased to 15)</i>	To focus on the controls in place to ensure the Council's compliance with the Traffic Management Act 2004. Specific areas of focus are likely to include network management and enforcement policies; issuing of permits and collection of fees; inspections; fixed penalty notices; and performance monitoring.  <i>Additional two days added due to the audit looking at both the existing controls around 'notifications' and the Council's preparedness for the implementation of the new London Operational Permit Scheme (LoPS).</i>	Irfan Malik – Assistant Director, Streets & Transportation	Qtr 2	Final Report issued.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
Section 106	10	To focus on the controls in place around the Identification and agreement of S106 monies; receipt of monies; and identification of the use of funds.	Michael Read – Assistant Director, Policy & Regulation	Qtr 2	Final Report issued.
Recycling	10 <i>(reduced to 0)</i>	To focus on the controls in place around the Council's recycling service, including the enforcement of the compulsory green box recycling scheme and administration of the other methods of recycling available to residents.	Keith Balmer – Director of StreetCare	Qtr 1	Audit combined with Veolia Contract Management – five days added to budget for Veolia Contract Management and five added to contingency
Libraries	15 <i>(reduced to 0)</i>	To focus on the systems of control in place following the recent restructuring of the Library Service, including the controls in place to ensure compliance across individual libraries.	Sue Harper – Assistant Director, Leisure & Regeneration	Qtr 4	Audit removed from plan due to restructuring. Replaced by additional work on BHP TMOs'
Veolia Contract Management (Contract Audit)	10 <i>(increased to 15)</i>	To focus on the controls in place around the management of the waste management contract with Veolia.	Keith Balmer – Director of StreetCare	Qtr 1	Final Report issued.
Environmental Health	10 <i>(reduced to 0)</i>	To feed into the Improvement & Efficiency review being undertaken in this area. Specific scope and approach still to be discussed with the Assistant Director, Policy & Regulation.	Michael Read – Assistant Director, Policy & Regulation	To be determined	Audit removed from the Plan as scale of changes being made is understood be relatively small.
<b>HOUSING (55 Days)</b>					
Internal Financial Controls	15	Annual audit focussing on key financial controls operating within the Service Areas and the extent to which the Council's Financial Regulations are being complied with. Specific areas of focus include the	Eamonn McCarroll – Head of Finance	Qtr 4	Draft Report issued – awaiting management response.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
		raising of invoices; receipt of income; debt recovery and write-off; payments; BACs and cheque controls; journals; and reconciliations.			
HMO (Houses in Multiple Occupation) Licensing	10	To focus on the controls in place around the processing of applications for HMO licenses; confirming compliance with qualifying requirements; the receipt of income for licenses; and ongoing monitoring / enforcement.	Perry Singh – Assistant Director, Housing Needs / Private Sector	Qtr 3	Final Report to be issued.
Supporting People Programme Grant	10 ( <i>added to the Plan</i> )	Certification of Supporting People Programme Grant.	Liz Zacharias	Added for Qtr 1	Audit added to the Plan and replaced with HMO audit scheduled for Qtr 1 deferred to Qtr 2. Final Report issued.
Private Sector Procurement Team	10	To focus on the controls in place around the procurement of private sector properties by the recently integrated Private Sector Procurement Team.	Perry Singh – Assistant Director, Housing Needs / Private Sector	Qtr 2	Final Report issued.
Performance Indicators	10 ( <i>reduced to 0</i> )	To focus on the controls in place around the collection, collation, verification and reporting of data relating to key Housing performance indicators.	Tony Hirsch – Head of Policy & Performance	Qtr 1	Replaced by audit of Supporting People Programme Grant not previously included on Plan.
Stonebridge Estate – Hyde Contract Management	10	To focus on the controls in place around the management of the Stonebridge Estate contract with Hyde Group.	Maggie Rafalowicz – Assistant Director, Housing Strategy &	Qtr 3	Final Report issued.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
			Regeneration		
<b>COMMUNITY CARE (111 Days) (reduced to 81)</b>					
Transformation – Assessment & Care Management <i>(changed to focus on the Reablement workstream)</i>	20 <i>(reduced to 10)</i>	To focus on the adequacy of controls implemented or being implemented in relation to the new assessment and care management framework being developed as part of the Adult Social Care Transformation Programme. Potentially to also conduct testing around the effectiveness of controls where implemented.  <i>(The focus has changed and we are now looking at the Reablement workstream. This is a new workstream and hence our work at this stage is focused on the adequacy of the controls being planned).</i>	Christabel Shawcross – Assistant Director, Community Care  <i>(Lance Douglas – Assistant Director, Quality &amp; Support)</i>	Qtr 4	Draft Report issued – awaiting management responses.
Transformation – Self Directed Support	10 <i>(increased to 20, but postponed until 2010/11 as carry forward)</i>	To focus on the progress made in the development and implementation of systems of control in respect of Self Directed Support. Internal audit work has been undertaken as part of the 2008/09 Plan, but has been more focussed on assessing the adequacy of any controls currently being planned for implementation as well as facilitating further discussion on specific issues to be considered during the development stages.  <i>(Follow-up of the work done on Direct Payments in 2008/09 will also be combined into this audit).</i>	Lance Douglas – Assistant Director, Quality & Support	Qtr 2	Postponed until April/May 2010/11 – 20 days carried forward into the 2010/11 Plan.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
Grants to Voluntary Organisations	10	To focus on the controls being implemented as part of the restructure of this area, in terms of the way in which the Main Programme Grant is allocated and administered, and the way in which the team responsible for this operates. The implementation of further actions identified as being necessary from the 2008/09 follow-up of the 2007/08 internal audit in this area will also be focussed upon in this audit.	Linda Martin – Head of Service Development & Commissioning	Qtr 3	Final Report issued.
Internal Financial Controls	15	Annual audit focussing on key financial controls operating within the Service Areas and the extent to which the Council's Financial Regulations are being complied with. Specific areas of focus include the raising of invoices; receipt of income; debt recovery and write-off; payments; BACs and cheque controls; journals; and reconciliations.	Gordon Fryer – Assistant Director, Finance & Resources	Qtr 4	Draft Report Issued – awaiting management response.
Appointeeships & Deputyships	10	To focus on the controls in place around the management of funds for vulnerable clients. This area was previously audited at the end of 2006/07 but has not yet been followed up due to the implementation of the finance module within Frameworki and the migration of financial data to that system. That migration is now nearing completion after which this audit will take place.	Gordon Fryer – Assistant Director, Finance & Resources	Qtr 1	Final Report issued.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
Mental Health Integration with Central & North West London Mental Health Trust	10 <i>(reduced to 0)</i>	To focus on the controls being planned and implemented as part of the integration of the Mental Health Service and Central & North West London Mental Health Trust.	Christabel Shawcross – Assistant Director, Community Care	Q4	Audit not undertaken as the Assistant Director, Community Care, left the organisation before scope of audit could be determined.
Blue Badges	8	To focus on the controls in place over the processing of applications for a Blue Badge, including verifying entitlement and avoiding duplicate awards.	Christabel Shawcross – Assistant Director, Community Care	Qtr 2	Final Report issued.
Quality Assurance Systems - Safeguarding	10	To focus on the controls being designed and implemented as part of a new quality assurance system to address the action plan resulting from the recent CSCI (Commission for Social Care Inspection) inspection. The focus will be on the adequacy of these controls as opposed to on their effectiveness at this stage.	Christabel Shawcross – Assistant Director, Community Care	Qtr 1	Final Report issued.
Home Care Contract Management (Contract Audit)	10	To focus on the controls in place around the management of the Home Care contract.	Linda Martin – Head of Service Development & Commissioning	Qtr 1	Final Report issued.
Establishment visit	10	To focus on the controls in place around the management and administration of a chosen establishment. Specific areas of focus are likely to include staffing; procurement; income and cash handling; management of assets; and budgetary	Christabel Shawcross – Assistant Director, Community Care	Qtr 2	Summary report being circulated to management.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
		<p>control.</p> <p>Specific establishment to be agreed with the Assistant Director, Community Care.</p> <p><i>(Focus of this work has been amended. Rather than visiting one establishment, a report is being written to summarise the common weaknesses that have been identified across the establishments in recent audits. A workshop will then be organised with key officers to discuss this, so as to help ensure a shared understanding and to try and address the weaknesses in a consistent manner across all establishments).</i></p>			
<b>POLICY &amp; REGENERATION (45 Days) (reduced to 25)</b>					
Performance Management/LAA Stretch Targets Certification	15	<p>Specific use of these days is still to be discussed with the Assistant Director, Policy.</p> <p>Work undertaken in 2008/09 has focused on the controls in place around the collection, collation, verification and reporting of data in relation to a number of performance indicators, including the Local Area Agreement (LAA) Stretch Targets.</p>	Cathy Tyson – Assistant Director, Policy	Qtr 2 & 3	Grant Certification Issued and training provided for all relevant staff on issues arising.
Complaints	10	To focus on the controls in place for ensuring that all received complaints are dealt with in an appropriate and timely manner, in accordance with the Council's Complaints Policy, and the extent to which controls are in place for seeking to	Susan Riddle – Corporate Complaints Manager	Qtr 1	Final Report issued.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
		minimise future complaints.			
Regeneration	20 <i>(reduced to 0)</i>	Specific use of these days is still to be discussed with the Assistant Director of Regeneration	Andy Donald – Assistant Director of Regeneration	To be determined	Initial discussions were held with the Assistant Director of Regeneration to discuss potential coverage. Days now removed from the Plan. Consideration will be given to inclusion within the 2010/11 Plan.
<b>COMMUNICATION &amp; DIVERSITY (10 Days) (reduced to 0 days)</b>					
Equalities	10 <i>(reduced to 0)</i>	To focus on the controls in place in respect of managing equality related issues across the Council, and preparedness for the changes being introduced around the Standard.  Currently the Corporate Diversity Team are focusing on the Council achieving Level 4 against the Standard, having already achieved Level 3.  Further discussions will be held with the Head of Diversity regarding the exact focus of this audit so as to avoid any duplication with the external assessment against the Standard.	Jennifer Crook – Head of Diversity	Qtr 3	Audit removed from the Plan in agreement with the Head of Diversity due to coverage from the external assessments.
<b>BOROUGH SOLICITOR (12 Days)</b>					
Registration and Nationality Service	12	To focus on the controls in place around processing requests for checking British Citizenship applications; registering births and deaths; taking notices of intent to marry or join in civil partnership; and the	Mark Rimmer – Service Unit Director – Registration & Nationality	Qtr 1	Final Report issued.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
		receipt of income for each of the above.	Service		
<b>BUSINESS TRANSFORMATION (196 Days)</b>					
IT	146 <i>(reduced to 121)</i>	See separate plan – Table 2	-	-	See Table 2.
Payroll	15	Annual systems audit focussing on key controls and any systems changes.	Simon Britton – Head of The People Centre	Qtr 3	Final Report issued.
Internal Financial Controls	15	Annual audit focussing on key financial controls operating within the Service Areas and the extent to which the Council's Financial Regulations are being complied with. Specific areas of focus include the raising of invoices; receipt of income; debt recovery and write-off; payments; BACs and cheque controls; journals; and reconciliations.	Mark Peart – Head of Financial Management	Qtr 4	Final Report issued.
Government Procurement Cards	10	To focus on the controls in place around Government Procurement Cards (GPC). Specific areas of focus are likely to include the provision of GPCs; review of card holder's expenditure; and monitoring of overall spending patterns.	Simon Britton – Head of The People Centre	Qtr 2	Draft report issued – discussing management responses.
Recruitment (existing arrangements)	10	To focus on the controls in place around recruitment. Specific areas of focus are likely to include approval of new posts; advertising of vacancies; assessment of candidates; and approval of job awards.	Simon Britton – Head of The People Centre	Qtr 1	Final Report issued.
Employee Verification	10	To focus on the controls implemented around the new arrangements for directly	Simon Britton – Head of The	Qtr 3	No audited.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
		awarding work permits to job applicants to the Council and the schools (the Council is now licensed to award these under the Government's new points based scheme). Also to focus on compliance with the Council's newly updated CRB policy.	People Centre		
Civic Centre Project (part Contract Audit)	15	To focus on the controls in place over the management of the project as a whole, as well as potential focus on the specific construction elements of the project from a contract audit perspective and / or the management of other sub-elements of the overall project. Specific scope and approach still to be discussed with the Assistant Director, Business Transformation.	Aktar Choudhary – Assistant Director, Business Transformation	To be determined	Draft Report issued – awaiting management responses.
<b>OTHER</b>					
<b>Brent Housing Partnership (BHP)</b>	128 <i>(increased to 143)</i>	See separate plan – Table 3	-	-	See Table 3.
<b>Consultation, Communication and Reporting (Deloitte)</b>	85	To cover attendance by Deloitte management at meetings across the Council, for example Strategic Finance Group, Schools Causing Financial Concern, and Audit & Investigations Management meetings. Also to cover Deloitte management attendance at Audit Committee meetings and the production of progress reports for these. In addition, to cover Deloitte managements' non-audit	N/A	Throughout the year	Complete.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
		specific liaison and communication with officers across the Council on a day-to-day basis and with the Council's external auditors, the Audit Commission. For example, ongoing liaison with Directors and Assistant Directors regarding any necessary revisions to the Plan and communication of key issues arising from completed internal audit work, and liaison with the Audit Commission regarding their review of completed internal audit work.			
<b>Follow-Up</b>	40	Completion of follow-up work on all recommendations raised and agreed as part of the 2008/09 Internal Audit Plan, where the same audits are not being undertaken again as part of the 2009/10 Plan. Also, to follow-up on any further actions raised as part of the 2008/09 follow-up work as being necessary to fully implement recommendations from 2007/08 internal audits.	N/A – dependent upon each internal audit to be followed-up	Throughout the year	Complete.
<b>Contingency</b>	14 <i>(currently increased to 59)</i>	To be allocated to any new developments or new / emerging risk areas during the course of the year. The number of days assigned to contingency is relatively low given the overall size of the Plan. However, based on previous years, this is likely to grow during the course of the year due to audits	N/A – dependent upon work required	N/A – dependent upon work required	The contingency balance relates to the two Foundation schools (24 days) and the work on the Adult Social Care Transformation Programme (20 days) which we have explained in the main body

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	ORIGINAL PROPOSED TIMING	STATUS AS AT 28 MAY 2010
		needing to be postponed due to delays in projects / new developments being fully implemented. In the event that additional work is required for which insufficient contingency days are available, a decision will be made on whether other lower risk audits can be deferred until 2010/11.			of the report and which will be carried forward to 2010/11.
<b>TOTAL</b>	<b>1211</b>				

**Table 2 – IT Plan**

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	PROPOSED TIMING	STATUS AS AT 28 MAY 2010
Oracle Application Audit	10 <i>(reduced to 0)</i>	To focus on the new version of Oracle to be used by Housing & Community Care and Children & Families from April 2009. Specific areas of focus are likely to include access controls; data input controls; data processing controls; data output controls; data interfaces; management trails; backup and recovery; and maintenance and support arrangements.  The audit will also take account of previous findings from the Application Audit done with Housing & Community Care in 2007/08, as followed-up in 2008/09.	Mark Peart – Head of Financial Management	Qtr 1	Audit removed from the Plan at the request of the Head of Financial Management due to focus on year-end closing of accounts and progressing Oracle roll-out.  However, this has been replaced with a further audit on the I-Procurement module.  An audit of the full Oracle application will be included within the 2010/11 Plan following full roll-out.
Oracle I-Procurement Pre-Implementation ('Sanity Check')	7	New I-Procurement module due to be piloted in Children & Families in May / June 2009. To undertake a 'sanity check' on the adequacy of the IT controls built into this module prior to full roll out by management.	Mark Peart – Head of Financial Management	Qtr 1	Final Report issued.
Oracle I-Procurement Module	10 <i>(added to the Plan, but later postponed and hence reduced to 0)</i>	Further work around the development and roll out of the I-Procurement module, as requested by the Head of Financial Management.	Mark Peart – Head of Financial Management	Added for Qtr 4	Audit was added in December at the request of the Head of Financial Management.  However, as per the comments above, it was later requested that this be postponed due to the focus on year-end closing

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	PROPOSED TIMING	STATUS AS AT 28 MAY 2010
					and progressing the roll-out.
Oracle Pre-Implementation (Environment & Culture and Finance & Corporate Resources)	10 <i>(reduced to 0)</i>	Environment & Culture and Finance & Corporate Resources due to go live on Oracle from 1 April 2010. Pre-Implementation Audit to cover these two Service Areas, but scope to be tailored to focus on key areas. Some areas of scope to be considered for exclusion where they have been previously covered in the Children & Families Pre-Implementation Audit, although any previously raised recommendations to be followed-up where further actions have been identified as necessary from our 2008/09 work.	Mark Peart – Head of Financial Management	Qtr 3	Audit removed, as per comments above.
Government Gateway Post Implementation	10	Postponed from 2008/09 due to delay in implementation. Post Implementation audit focusing on the controls in place around user requirements; maintenance and support arrangements; security; interfaces; and the assessment of the benefits realised by the project.	Raj Seedher – IT Standards Manager	Qtr 2	Draft Report issued – awaiting management responses.
Framework Financials Post Implementation	10	Post Implementation audit focusing on the controls in place around user requirements; maintenance and support arrangements; security; interfaces; and the assessment of the benefits realised by the project.	Gordon Fryer – Assistant Director, Finance, Adult Social Care	Qtr 2	Final Report issued.
Contact Point	10	Council are required to provide assurances prior to being given access to the national Contact Point database. To focus on the controls in place to ensure that those assurances can be given, and to potentially	Bhavna Bilimoria – Special Project Manager, Children &	To be determined	Final Report issued.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	PROPOSED TIMING	STATUS AS AT 28 MAY 2010
		feed into the provision of the required assurances.	Families		
AXIS Post Implementation (cash receipting system - previously Spectrum)	10	First part of the new system covering telephone and online payments is due to go live in March 2009. Full implementation due September 2009. Post Implementation audit focusing on the controls in place around user requirements; maintenance and support arrangements; security; interfaces; and the assessment of the benefits realised by the project.	Sarah Cardno – Exchequer Services Manager	Qtr 3	Final Report issued.
LAGAN Post Implementation (new CRM system)	10	Post Implementation audit focusing on the controls in place around user requirements; maintenance and support arrangements; security; interfaces; and the assessment of the benefits realised by the project.	Tom Lloyd – ITU Operations Manager	To be determined	Final Report issued.
Windows Operating System	8	To focus on the controls in place around areas including system wide security; user access; remote access; network sharing; updates and patches; backup and recovery; and maintenance and support arrangements.	Tom Lloyd – ITU Operations Manager	Qtr 1	Final Report issued.
Business Continuity Planning (IT elements of corporate arrangements)	10	To focus on the IT elements of the corporate BCP arrangements. General internal audit work has been undertaken in relation to the development of BCP across the Council as part of both the 2007/08 and 2008/09 Plans, but coverage has not extended to IT. Recent IT audits have also identified further improvements as being necessary in respect of disaster recovery.	Tom Lloyd – ITU Operations Manager	Qtr 4	Final Report issued.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	PROPOSED TIMING	STATUS AS AT 28 MAY 2010
iCasework Application – Support Arrangements	7	To focus on the support arrangements as concerns raised regarding these by the ITU Operations Manager.	Judith Young – Head of Policy, Information & Performance, Environment & Culture	Qtr 2	Final Report issued.
IT Project Management	10 <i>(reduced to 0)</i>	To feed into the Once Council review being led by the Assistant Director of Regeneration on the management of Major Regeneration Programmes and Major Projects. Specific scope and approach still to be discussed with the Assistant Director of Regeneration and with the ITU Operations Manager. Work to be combined with the internal audit work on Project Management, as included within the main Plan.	Andy Donald – Assistant Director of Regeneration / Tom Lloyd – ITU Operations Manager	To be determined	See comments against Project Management in Table 1.
Pensions Application Audit	10	To focus on the controls in place around the Pensions application operated by the London Pensions Fund Authority in respect of the Council's pensions administration function. Specific areas of focus are likely to include access controls; data input controls; data processing controls; data output controls; data interfaces; management trails; backup and recovery; and maintenance and support arrangements.	Andrew Gray – Pensions Manager	Qtr 1	Final Report issued.
e-Recruitment Post Implementation	8	Post Implementation audit focusing on the controls in place around user requirements; maintenance and support arrangements; security; interfaces; and the assessment of	Simon Britton – Head of The People Centre	Qtr 3	Final Report issued.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	PROPOSED TIMING	STATUS AS AT 28 MAY 2010
		the benefits realised by the project.			
<b>IT Follow-Ups</b>	16	Completion of follow-up work on all recommendations raised and agreed as part of the 2008/09 IT Audit Plan, where the same audits are not being undertaken again as part of the 2009/10 IT Plan. Also, to follow-up on any further actions raised as part of the 2008/09 follow-up work as being necessary to fully implement recommendations from 2007/08 IT audits.	N/A – dependent upon each internal audit to be followed-up	Throughout the year	Complete.
<b>IT Audit Needs Assessment</b>	5 ( <i>added to the Plan</i> )	Full audit needs assessment so as to fully refresh the Strategic Plan in place for IT audits from 2010/11 onwards	Tom Lloyd – ITU Operations Manager	Qtr 4	Complete.
<b>TOTAL</b>	<b>146</b> ( <i>reduced to 121</i> )				

### Table 3 – BHP Plan

This Plan has been formulated separately with the Financial Controller and Financial Operations Manager at BHP. The Plan will be presented separately to BHP's Audit & Finance Sub-Committee for agreement, but is presented here for Members' reference.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	PROPOSED TIMING	STATUS AS AT 28 MAY 2010
Housing Repairs & Maintenance	12	Annual systems audit focussing on key controls and any systems changes.	Gerry Doherty – Director of Technical Services	Qtr 3	Final Report issued.
Housing Rents	12	Annual systems audit focussing on key controls and any systems changes.	David Bishopp – Rent Accounting & Performance Manager	Qtr 3	Final Report to be issued.
Repairs & Voids	10	To focus on the controls in place around repairs & voids, as implemented / revised following the implementation of the new Accuserve costing system. Specific areas of focus are likely to include identification of required works; costing of works; review of completed works; variations; and payments to operatives / sub-contractors.  The timing of this audit will coincide with the IT audit of the Accuserve application. The intention being to provide assurances on both the IT and non-IT controls at the same time so as to assist management with making any further improvements where necessary.	Gerry Doherty – Director of Technical Services	Qtr 3 (brought forward to Qtr 2)	Final Report issued.
Accuserve (Repairs & Voids) (IT Audit)	10	To focus on the Accuserve application. As above, the timing of this audit will coincide with the internal audit of the Repairs & Voids function as a whole. The intention being to provide assurances on both the IT	Gerry Doherty – Director of Technical Services	Qtr 3 (brought forward to Qtr 2)	Draft Report issued – awaiting management responses.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	PROPOSED TIMING	STATUS AS AT 28 MAY 2010
		and non-IT controls at the same time so as to assist management with making any further improvements where necessary.			
Internal Financial Controls	10	Annual audit focussing on key financial controls operating within BHP and the extent to which the Financial Regulations are being complied with. Specific areas of focus include the raising of invoices; receipt of income; debt recovery and write-off; payments; BACs and cheque controls; journals; and reconciliations.	Greg Trenear – Financial Controller	Qtr 4	Draft Report issued – awaiting management responses.
Treasury Management	10	To focus on the controls in place around the treasury management function. Specific areas of focus are likely to include compliance with legislative requirements; recording of loans and investments; monitoring of cash flow; reconciliations; and reporting.	Greg Trenear – Financial Controller	Qtr 1	Final Report issued.
Business Continuity Planning	10	To focus on the controls in place around the specific business continuity arrangements for BHP (with the exception of IT, BHP has separate arrangements to those of the Council). Specific areas of focus are likely to include the identification of key activities and staff; the identification and assessment of the likelihood and impact of potential threats; the formulation of a business continuity strategy and business continuity plan; awareness and training; maintaining and exercising the plan; and public relations and crisis co-ordination.	Mike Dwyer – Director of Standards & Procurement	Qtr 1	Final Report issued.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	PROPOSED TIMING	STATUS AS AT 28 MAY 2010
Cleaning and Grounds Maintenance Contract Management (Contract Audit)	10	To focus on the controls in place around the management of the cleaning and grounds maintenance contracts.	Mike Dwyer – Director of Standards & Procurement	Qtr 2	Final Report issued.
Brentfield Estate Project (Contract Audit)	12 (reduced to 0)	To focus on the controls in place around the management of the Brentfield Estate Project. Specific areas of focus are likely to include financial control; selection of contractors and letting of the contract; appointment of consultants; tender receipt and evaluation; bonds/insurance; contract variations and provisional sums; valuations and estimations of final cost; liquidated damages; defect liability period; contractual claims; CDM regulations; and progress monitoring.	Gerry Doherty – Director of Technical Services / Sue DeSouza – Special Projects	To be determined	Audit removed from the Plan as being undertaken as part of additional Contract Audit work agreed separately with the Director of Finance for BHP. Days transferred to work on Risk Management (see below)
Risk Management	12 (added to the Plan, as above)	Work is being undertaken to assist the Director of Finance with further developing the risk management framework.	Gary Chase – Director of Finance	Qtr 2 and ongoing	Final Report issued.
Tenant Management Organisations	10 (increased to 25)	To focus on the controls in place around Tenant Management Organisations (TMOs). Specific areas of focus are likely to include governance; staffing; procurement; income; management of assets; and budgetary control. Specific TMO to be agreed with the Head of Governance & Communications.	Linda Footer – Head of Governance & Communications	Qtr 2	Final Report re Watling Gardens Issued.  Kilburn Square – Draft Report issued. Awaiting Management Response.
Dom Doc – EDM System (IT Audit)	10	Dom Doc is the Electronic Document Management system used by frontline staff	Mike Dwyer – Director of	Qtr 1	Final Report issued.

AUDIT	DAYS	PROPOSED COVERAGE	KEY CONTACT	PROPOSED TIMING	STATUS AS AT 28 MAY 2010
		across BHP. Specific areas of focus are likely to include access controls; data input controls; data processing controls; data output controls; data interfaces; management trails; backup and recovery; and maintenance and support arrangements.	Standards & Procurement		
<b>Consultation, Communication, Reporting and Follow-Up</b>	12	To cover attendance by Internal Audit management at Audit Committee meetings and the production of progress reports for these. In addition, to cover managements' non-audit specific liaison and communication with officers during the course of the year, for example ongoing liaison regarding any necessary revisions to the Plan and communication of key issues arising from completed internal audit work.  In addition, completion of follow-up work on all recommendations raised and agreed as part of the 2008/09 BHP Internal Audit Plan, where the same audits are not being undertaken again as part of the 2009/10 Plan. Also, to follow-up on any further actions raised as part of the 2008/09 follow-up work as being necessary to fully implement recommendations from 2007/08 internal audits.	N/A	Throughout the year	Complete.
<b>TOTAL</b>	<b>128</b> <i>(increased to 143)</i>				