

AUDIT COMMITTEE

**Thursday, 27 September
2018**

6.00 pm

Committee Room 1, City Hall

Membership: Councillors Geoff Ellis (Chair), Sue Burke (Vice-Chair), Thomas Dyer, Jim Hanrahan, Laura McWilliams, Gary Hewson and Ronald Hills

Independent Member: Jane Nellist

Officers attending: Democratic Services, Rob Baxter, Paul Berry, Joanne Crookes, Jaclyn Gibson, Pat Jukes and John Scott

A G E N D A

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1. Confirmation of Minutes - 19 July 2018	3 - 12
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
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Present:	Councillor Geoff Ellis (<i>in the Chair</i>)
Councillors:	Sue Burke, Thomas Dyer, Jim Hanrahan, Gary Hewson, Laura McWilliams and Hilton Spratt
Independent Member:	Jane Nellist
Also Present:	Andrew Bush and Mike Norman (representing KPMG)
Apologies for Absence:	Councillor Ronald Hills

11. **Confirmation of Minutes - 14 June 2018**

RESOLVED that the minutes of the meeting held on 14 June 2018 be confirmed.

12. **Matters Arising**

I. Minute No 9: Fraud and Error Update Report (2017/18)

John Scott, Audit Manager, updated Audit Committee in relation to insurance/tenancy fraud trends in 2017/18 as follows:

- The number and value of insurance claims relating to arson had decreased.
- The number of housing stock sub-lettings was low and stable. The number of notices to quit/non occupancy levels had risen from 6 in 2013/14 to 24 in 2017/18. Advice taken from housing officers suggested this could be caused by a number of vulnerable people not being able to cope in independent accommodation.

II. Minute No 8: Internal Audit Progress Report

John Scott, Audit Manager updated Audit Committee as follows:

- The review of Boutham Park Refurbishment Programme Partnership Agreement with Linkage Trust should be complete in September 2018.
- The Transport Hub final account had been agreed. The Health and Safety file was currently being reviewed.

13. **Change to Order of Business**

RESOLVED that the order of business be amended to allow the External Audit Annual Governance Report to be considered before the Statement of Accounts/Annual Governance Statement.

14. **Declarations of Interest**

No declarations of interest were received.

15. **Information Management Policies**

Sally Brooks, Data Protection Officer:

- a. sought approval of the Information Management Policies required in accordance with the EU General Protection Regulation and the Data Protection Act 2018
- b. advised that data protection was critical to the Council to ensure that the data received, processed, retained and shared was protected in accordance with the legal framework
- c. reported that the Data Protection Act 1988 had been replaced by a new Data Protection Act 2018 (DPA), which supplemented the EU General Data Protection Regulation (GDPR) directly applicable from 25 May 2018, although both documents needed to be read side by side
- d. emphasised the need for the Council's policies to be compliant with the new legal framework, the Information Governance team were required to roll out the policies in order to increase awareness of the GDPR to officers' and councillors in order that members of the public could be confident that the organisation was aware of its new legal responsibilities
- e. outlined the background to the implementation of the information policies and the data protection principles as detailed at paragraphs 3 and 4, attached for consideration within Appendices A-J of her report
- f. requested members' comments in respect of the content of the report prior to referral to Executive for approval.

Jane Nellist, Independent Member, highlighted the following points:

- Formatting issues –headings within the presentation of the GDPR/DPA Policy had failed to come out in bold on the last few pages.
- The flowchart on page 87 of the Information Sharing Policy was not clear.

Sally Brooks, Data Protection Officer, thanked Jane Nellist for these comments. She confirmed that the issues identified would be rectified before the policies were published.

Jane Nellist, Independent Member, further enquired how the policies would be communicated to staff and whether a record of learning would be kept.

Sally Brooks, Data Protection Officer, confirmed that GDPR/DPA Policy had already been delivered to all staff via our new IT system Netconsent. All staff were required to confirm that they had read and understood the Policy as evidence for the first time of individual sign up to the Policy. The other Information Management policies would be released to all staff via the Council's Communications Team and staff would be asked via Netconsent again to confirm that they were aware they had been reviewed and knew where to find the policies.

RESOLVED that the Information Management Policies be forwarded to Executive for approval.

16. Information Management Update

Sally Brooks, Data Protection Officer:

- a) presented an update on progress in relation to the Information Management project and the implementation, of the EU General Data Protection Regulation (GDPR),
- b) referred to the GDPR Action Plan as detailed at Appendix A to her report
- c) reported on progress made in relation to GDPR, the majority of work which was now complete
- d) outlined remaining actions ongoing following the implementation of GDPR legislation on 25 May 2018, as detailed within paragraph 2 of the report, covering the following main areas:
 - Training
 - Privacy Impact Assessments
 - Contract Review for GDPR clauses
 - Record of Processing Activities
 - Individual Rights
 - Policies and Procedures
- e) confirmed the Annual Governance Statement (AGS) status for the Information Governance section currently at amber, work on implementation of the GDPR would be reviewed in due course to see whether the Council might improve this status
- f) advised that the GDPR project was included as one of the Vision 2020 projects to be delivered in year 2018/19, which the Data Protection Officer and Information Governance Group continued to implement
- g) requested members' feedback on the content of the report.

Members discussed the content of the report in further detail.

Members queried whether the Council's contractors were also monitored for GDPR compliance?

Sally Brooks, Data Protection Officer, confirmed that the legislation applied to suppliers as well as controllers as reflected in the individual contract agreements in force with contractors employed. GDPR had processor liability now for the first time, however, it was important GDPR compliance was included within contractors' agreements taken on by the authority to ensure it was legally enforceable

Members asked how Data Protection training had been prioritised and rolled out.

Sally Brooks, Data Protection Officer, explained that there were two levels of training. Employees handling personal data on a daily basis had been prioritised for training first followed by the remaining members of staff who had also received Data Protection training. New employees were trained as part of the induction process, monitored by managers.

Members queried the timescale for refresher training.

Sally Brooks, Data Protection Officer, advised that the frequency required for training to be refreshed was not set out in law, although this authority ensured it was

renewed every two years on a rolling process in accordance with recommended advice from the Information Commissioner's Office.

RESOLVED that the content of the report including the GDPR Action Plan appended to her report be noted.

17. External Audit Annual Governance Report

Jaclyn Gibson, Chief Finance Officer:

- a. introduced the Annual Governance Report from the Council's external auditors, KPMG, summarising the findings from the 2017/18 audit, which was substantially complete
- b. highlighted that the Annual Governance Report identified the key issues that members should consider before an opinion, conclusion and certificate were issued
- c. explained that the Council's financial statements were an important means by which the Council accounted for its stewardship of public funds, Council members held final responsibility for the financial statements; it was therefore important for Audit Committee to consider KPMG's findings before recommending the adoption of the financial statements to Full Council
- d. advised that subject to the satisfactory conclusion of any outstanding work, KPMG proposed issuing an unqualified audit opinion by 31 July 2018
- e. referred to the draft letter of representation attached as Appendix B to the report, to be approved by Audit Committee on behalf of the Council before KPMG issued an opinion, conclusion and certificate
- f. requested members' feedback on the content of the report.

Andy Bush and Mike Norman, representing the Council's external auditors, KPMG:

- a. presented the Annual Governance Report summarising the findings from the 2017/18 audit (Appendix A), which covered the following main areas:
 - Summary for Audit Committee and the Council
 - Designation as an EU Public Interest Entity (EU PIE)
 - Financial Statements
 - Control Environment
 - Value for Money Arrangements
 - Appendix 1: Key Issues and Recommendations
 - Appendix 2: Follow up of Prior Year Recommendations
 - Appendix 3: Audit Differences
 - Appendix 4: Materiality
 - Appendix 5: Required Communications with the Audit Committee and the Council
 - Appendix 6: Declaration of Independence
 - Appendix 7: Audit Fees
- b. reported that the annual audit by KPMG was practically complete, there were still final procedures to be undertaken which did not however anticipate any

problems, although Audit Committee would be notified if there were any issues apart from minor formatting changes

- c. detailed the summary messages from the 2017/18 audit as defined at pages 8-9 of the report
- d. advised that additional audit reporting requirements had been complied with in respect of £561,000 of listed debt on the London Stock Exchange now designated as an EU Public Interest Entity (EU PIE), details of which would need to be included with the published final financial statements
- e. reported on one adjustment identified, a transfer of £80k required between the Revaluation Reserve and the Capital Adjustment Account to correct a prior year issue, it had been agreed to action this adjustment in 2018/19
- f. reported that in addition a small number of presentational changes had been identified in the financial statements during the course of the audit and amendments to the draft accounts would be made in this respect
- g. advised that subject to the satisfactory conclusion of any outstanding work, KPMG proposed issuing an unqualified audit opinion by 31 July 2018
- h. reported that in relation to value for money the auditors had concluded that the authority had made proper arrangements to secure economy, efficiency and effectiveness in its use of resources and anticipated issuing an unqualified VFM conclusion by 31 July 2018
- i. added that audit fees for additional works resulting from the Authority being identified as an EU PIE would be agreed with the Authority's SI51 Officer before the variation request was submitted to Public Sector Audit Appointments Limited (PSAA)
- j. requested Audit Committee's consideration of the report.

Members raised concern in relation to uncertainty around the Western Growth Corridor project achieving funding from other parties, although the annual governance report did not flag up these concerns. The project had been over budget the previous year. Regular progress reports had been promised although only one had recently been given.

Mike Norman, KPMG responded as follows:

- There would always be project risks. The external auditor's review concentrated on whether clear arrangements were in place to identify and mitigate these risks.
- Finance tracking was an area for officer management.
- Regular updates on the Western Growth Corridor were presented to Executive. If members felt there was a need for further scrutiny this was a matter to be raised with officers.

Jaclyn Gibson, Chief Finance Officer, highlighted that an internal board of officers chaired by the Chief Executive met every two weeks to monitor progress with the Western Growth Corridor project to ensure the correct governance arrangements were in place and operating properly.

Councillor Hewson confirmed in his capacity as Chair of Performance Scrutiny Committee that reports were received each quarter covering major projects including the Western Growth Corridor, where members were given the opportunity to ask questions.

RESOLVED that:

1. The matters raised in the report be noted and the financial statements be submitted to Full Council for approval.
2. The draft letter of representation attached as Appendix B to the report, be approved by Audit Committee on behalf of the Council before KPMG issued an opinion, conclusion and certificate.
3. Any further amendments to the letter, should any additional issues be raised by KPMG prior to 31 July 2018, be delegated to the Chief Finance Officer and Chair of this Committee, with any changes reported back to this Committee.

18. Statement of Accounts/Annual Governance Statement (To Follow)

Jaclyn Gibson, Chief Finance Officer:

- a. presented for consideration the Statement of Accounts (including the Annual Governance Statement) for the financial year ended 31 March 2018 (as summarised at Appendix A), together with a short summary of the key issues reflected in the statutory financial statements for scrutiny
- b. reported that the Statement of Accounts for 2017/18 provided a comprehensive picture of the council's financial circumstances, compiled to demonstrate probity and stewardship of public funds
- c. advised that the Council was statutorily required to publish its Statement of Accounts for 2017/18 with an audit opinion and certificate by no later than 31 July 2018
- d. highlighted that the Statement of Accounts for 2017/18 had been subject to external audit by the council's external auditors, KPMG; as reported to committee previously on tonight's agenda
- e. advised that the Council had made the Statement of Accounts available for public inspection for 30 working days which ran from 1 June 2018 until 12 July and the External Auditor had been available to answer questions during this period; no questions had been received
- f. highlighted that the overall level of assurance for 2017/18 was high and in line with our Code of Corporate Governance
- g. reported on one defined significant issue carried over from the previous year that had not yet reached completely acceptable levels of performance relating to Information Management, which would remain a focus in 2018/19 and would be regularly reported by management to Audit Committee
- h. summarised the key issues within the financial statements covering the following main areas:

- Comprehensive income and expenditure statement
 - The balance sheet
 - Cross cutting key issues
- i. invited Member's scrutiny and comment on the Statement of Accounts, prior to approval by Council on 24 July 2018.

Members discussed the content of the report in further detail.

RESOLVED that the Statement of Accounts 2017/18 be agreed and forwarded to Council on 24 July 2018 for approval.

19. Audit Committee and Internal Audit Review of Effectiveness

The Audit Manager:

- a. presented a report to provide details of the assessment of the effectiveness of the Audit Committee and Internal Audit, and obtain agreement in terms of the composition of a member review group to carry out this task
- b. reported that CIPFA had recently updated the guidance for Audit Committees with a Local Government practice note also awaited for revised Internal Audit Standards, as a result the Audit Committee terms of reference had been revised, being the subject of a separate Committee report on tonight's agenda
- c. highlighted that reviews of effectiveness should also be undertaken for both the Audit Committee and Internal Audit against terms of reference, standards and guidance
- d. advised that Internal Audit was subject to a formal assessment against audit standards in October 2016, however, it was still good practice to undertake a periodic internal review of effectiveness
- e. requested nominations for the formation of a review group in September 2018 to report back to Audit Committee in December 2018, consisting of the Audit Committee Chair, Independent Member, plus any other member who may wish to be included, with assistance from the Chief Finance Officer and Audit Manager
- f. requested member's consideration of the report, and agreement on the composition of the review group.

RESOLVED that the composition of the Review Group be agreed as follows:

- Councillor G Ellis - Chair
- Councillor Sue Burke -Vice Chair
- Councillor Thomas Dyer
- Jane Nellist, Independent Member

20. Audit Committee Terms of Reference

John Scott, Audit Manager:

- a. presented a report to obtain comments on an update to the Audit Committee terms of reference, based on best practice issued by the Chartered Institute of

Public Finance and Accountancy (CIPFA), prior to referral to Full Council for approval

- b. reported that the terms of reference should be amended to reflect a recent update by CIPFA on their guidance on Audit Committees
- c. outlined the main changes to the terms of reference as detailed at paragraph 4 and Appendices A and B of the report
- d. advised that a report on the proposal to review the governance and assurance arrangements for significant partnerships or collaborations in outline form would be presented to the next meeting of Audit Committee on 27 September 2018
- e. requested member's consideration of the revised terms of reference for Audit Committee.

Jane Nellist, Independent Member, enquired whether in the interests of good practice, further changes to our terms of reference should be considered to reflect new guidance published by the Financial Reporting Council 'UK Code of Corporate Governance for Private Companies', which focussed on culture and increased emphasis on internal audit.

Officers highlighted that the Council took its advice/guidance from CIPFA, although the above publication would be considered to see if there were any relevant points to report back to Committee.

In relation to the review of significant partnerships, members requested clarification on the meaning of partnership work.

John Scott, Audit Manager, highlighted that the remit of Audit Committee was to look at inter council collaborations rather than contractual partnerships.

Jaclyn Gibson, Chief Finance Officer, confirmed that an officer group was currently working on a list of the council's partnership agreements across the City to ensure we had the correct governance procedures in place. Once this piece of work was completed officers would report back to Audit Committee categorising the various partnership arrangements in place.

RESOLVED that the revised terms of reference be agreed and referred to Full Council for adoption.

21. Appointment of External Auditor

Jaclyn Gibson, Chief Finance Officer:

- a) presented to Audit Committee the outcome of the process to appoint an external auditor for the Council with effect from 1 April 2018
- b) confirmed that the transitional arrangements in respect of the appointment of the Council's external auditors, currently KMPG LLP, were due to come to an end following the audit of the 2017/18 accounts
- c) advised that in 2017 the Council agreed to opt into the appointing persons arrangements made by the Public Sector Audit Appointments (PSAA) for the

appointment of its external auditors and following a tender process to procure the audit services, the PSAA had appointed Mazars LLP as the Council's external auditor for five years from 2018/19, commencing on 1 April 2018

- d) explained the process for the appointment of the local auditor as detailed at paragraph 4 and Appendix A of her report
- e) highlighted that the appointment of Mazars LLP as the Council's external auditor excluded the Housing Benefits Certification work which must be procured separately; Council was currently undertaking a separate procurement process for this element of assurance work with The Department for Work and Pensions (DWP)
- f) invited members' questions and comments.

RESOLVED that the appointment by PSAA of Mazars LLP as the external auditor for the Council for a five year period from 1 April 2018 be noted.

22. Review of Fraud Sanction Policy

John Scott, Audit Manager, on behalf of Martin Walmsley, Head of Shared Revenues and Benefits:

- a. updated Audit Committee on a small number of amendments to the already adopted Fraud Sanction Policy, in respect of the Shared Revenues and Benefits service between City of Lincoln Council and North Kesteven District Council, as detailed within Appendix A of the associated report
- b. highlighted the purpose of the policy to assist the Councils in the shared service in preventing and detecting fraud in a consistent, effective, efficient and equitable manner
- c. reported on the background for the requirement for the policy to be reviewed within paragraph 2 of the report
- d. outlined the proposed amendments to the Fraud Sanction Policy as detailed at paragraph 3.1 of the report
- e. further explained the timeline for the revised policy to go through the consideration/approval process at the City of Lincoln Council and North Kesteven District Council at paragraph 3.2 of the report
- f. requested that Audit Committee note the proposed amendments to the Fraud Sanction Policy.

RESOLVED that the proposed amendments to the Fraud Sanction Policy be noted.

23. Nominations - Audit Committee Forum (Verbal Report)

John Scott, Audit Manager, requested any members wishing to attend the Audit Committee Forum on 16 October 2018 at The Council Chamber, North Kesteven District Council to contact Ali Hewson, Democratic Services Officer, to book a place.

Jane Nellist, Independent Member referred to lectures she would be giving to students as part of an audit module at the University of Lincoln in the second semester of the next academic year, which members were welcome to attend.

Members expressed an interest in this further training opportunity.

Jane Nellist, Independent Member agreed to circulate relevant training dates.

RESOLVED that the above training opportunities be noted.

24. Audit Committee Work Programme

John Scott, Audit Manager:

- a. presented the Audit Committee with its 2018/19 work programme
- b. invited members' questions and comments.

RESOLVED that the 2018/19 work programme be noted.

SUBJECT: ANNUAL GOVERNANCE STATEMENT MONITORING

DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK

LEAD OFFICER: PAT JUKES, BUSINESS MANAGER, CORPORATE POLICY

1. Purpose of Report

1.1 To present a progress update on the area identified as a 'significant governance issue' as set out in the 2017/18 Annual Governance Statement (AGS).

2. Executive Summary

2.1 The Audit Committee has a role to review the Council's governance arrangements including the production of the Annual Governance Statement.

This report provides details of the monitoring arrangements for the significant internal control issue raised in the latest AGS.

In addition the report highlights and reports on five areas that whilst not considered significant issues, have been designated as 'Areas of interest' – that is areas that have been subject to change or would benefit from having a governance overview.

3. Background

3.1 Monitoring of the 2017/18 AGS Issue

The updates on the significant issue identified within the 2017/18 AGS are included within **Appendix A**

This is monitored by the Service Manager's Group and overseen by Corporate Leadership Team as well as monitored at the Audit Committee.

4. Summary of Findings

There is now just one significant issues remaining – which is now considered, by the responsible officer to be amber.

- Information Management - Excellent progress was made in delivering the initial Information Management training programme and in preparing for the General Data Protection Regulations in May 2018. The Data Protection Impact Assessment procedure was rolled out to staff, privacy statements have been completed and Information Asset Owner (IAO) training completed. IAO checklists have been reviewed and are due back by the end of September

There are five other areas that the AGS made a recommendation to retain a focus

on. All of these currently remain at green status:

- Partnership Companies - There is a single proposal at this point for the Housing Company, which was approved by Executive in December 2017, but is currently on hold until the Director of Housing position is filled permanently
- Compliance to the Lincoln Project Management Model is being monitored following the transition period from the SPIT group to the new Capital Programme Group, Project Sponsors and the Vision Groups
- Western Growth Corridor – as the biggest project the council has ever undertaken, we need to ensure that governance is effective and efficient
- Use of professional advice – proposed improvements to ensure that sufficient time is allowed to consult with experts in appropriate areas – especially finance and legal
- Some Housing Responsible Officer duties were not completely rolled out and a plan has been developed to complete this work

5. Strategic Priorities

This report does not focus specifically on any of the four Vision 2020 priorities, but does contribute significantly towards the High Performing Services aspect which underpins these aspirations.

6. Organisational Impacts

6.1 Finance (including whole life costs where applicable)

There are no direct financial implications arising as a result of this report.

6.2 Legal Implications including Procurement Rules

There are no direct legal implications.

6.3 Equality, Diversity & Human Rights

There are no direct E and D implications arising as a result of this report.

7. Risk Implications

7.1 (i) Options Explored - n/a

(ii) Key risks associated with the preferred approach - n/a

8. Recommendation

8.1 Audit Committee is asked to note the report and consider whether any of the following options are relevant :-

- Report and make recommendations to the Executive if appropriate.
- Refer any matter under review they feel appropriate to the relevant Portfolio Holder, Scrutiny Chair or Committee.
- Seek responses from Officers on matters arising to be submitted to the next Audit Committee on any of the issues raised within this report or associated Appendices.
- Accept the report and continue to monitor arrangements.

Key Decision No

Do the Exempt Information Categories Apply? No

Call in and Urgency: Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply? No

How many appendices does the report contain? One

List of Background Papers: None

Lead Officer: Pat Jukes, Business Manager, Corporate Policy
Ext 3657

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**Quarterly summary of progress with AGS risk action
To Audit Committee 27th September 2018**

Significant current issues from 2017/18 to focus on in 2018/19.

The risk actions below were identified in the 2017/18 AGS review. Progress will continue to be made in 2018/19, monitored and driven forward by the Service Managers Group and reported to Audit Committee quarterly.

Please note that as part of the last AGS it was determined that:

- Information Management and IT disaster recovery: significant progress has been made and the decision was taken that this is no longer significant
- Three new areas to 'watch' identified – WGC governance arrangements; use of professional advice and Housing Responsible Officer duties

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	What actions will be taken over the coming months	What progress have we made against each action	RAG Status
<p>Information Management:</p> <p>Legal and Democratic Services Manager</p>	<p><i>2017/18 AGS narrative: During 2017/18 significant progress has been made towards achieving the aim of being fully compliant with General Data Protection Regulation (GDPR) by the implementation date in May 2018. However there remain a number of areas still in progression and due to the seriousness of non-compliance, until these are completed, this area will remain a significant issue</i></p> <p>AMBER to GREEN:</p> <ul style="list-style-type: none"> • Ongoing Information Governance Plan and Strategy to be devised and approved in working group. • Privacy Impact Assessment procedure currently being improved upon following consultation with users. • Finalisation of contracts and partnerships review for GDPR clauses and information sharing arrangements. • Continuation of review of Personal Data beyond retention for deletion particularly in systems. 	<p>Data Protection Officer recruited and appointed March 18.</p> <p>The Information Governance Team devised and implemented a GDPR Action Plan and Working Group prior to GDPR coming into force 25 May 18. Some actions are ongoing including Contracts and partnerships review to include GDPR clauses.</p> <p>Data Protection Impact Assessment procedure rolled out to staff prior to May 18.</p> <p>Council privacy policy consulted on with staff and published on website May 18.</p> <p>Access to personal information requests procedures updated to reflect new rights for Data Subjects.</p> <p>GDPR Policy drafted, approved and rolled out for all staff to acknowledge through net-consent system May 18.</p> <p>E-learning for Data Protection up to 90% completion rate for all staff as at June 2018 and rising.</p> <p>Information Asset Owner training has been completed and IAO</p>	<p>A</p>

	What actions will be taken over the coming months	What progress have we made against each action	RAG Status
	<ul style="list-style-type: none"> Continuation of expanding upon our Corporate Asset Register and Records of Processing. Any additional work to ensure ongoing compliance with the Data Protection Act 2018 and GDPR 	<p>annual checklists rolled out. First checklists to be returned by IAO's Sept 2018.</p> <p>All Information Management Policies reviewed, updated and approved May 18. To be rolled out to staff Sept 18.</p> <p>GDPR guidance provided to all Members May 18 and training for new members. All members to receive training 11.10.18.</p>	

Other areas of interest - to retain a focus on during 2018/19 but not classed as 'significant issues';

	Areas of interest	Latest update	
18	<p>Partnership companies</p> <p><i>The council has little experience of the process of setting up a new partnership company (solely owned or a joint venture) and care needs to be taken to select the right governance framework arrangements, ensuring appropriate formal legalities and financial aspects are in place.</i></p> <p>At this point the only proposed new Company is the Housing Company. This has been put on hold until the appointment of a new Housing Director, who will decide on the need.</p> <p>At this point there are no other new ventures in the immediate frame, but the TFS Board has received a general report from the Finance consultant which contained views on when it is appropriate to consider using a partnership company and what safeguards to consider</p>	<p>The proposed Housing Company - the latest position is that:</p> <ol style="list-style-type: none"> Lincoln Quality Homes was originally planned to be set up during 2018 (this was delayed due to the retirement of the Housing Director in March 2018). The new Strategic Director of Housing & Investment position has been advertised, so decisions will not be taken until an appointment has been made and settled into to the role. 	G
	<p>Loss of compliance to Lincoln Project Management Model</p> <p><i>Project management monitoring arrangements are currently under review. Any changes will need to include a mechanism to ensure ongoing compliance with the Lincoln Project Management Model</i></p> <p>A report on the options for the future of the Strategic Plan Implementation Team (SPIT) was reviewed by CMT and CLT</p>	<p>A full review of the Lincoln Project Management Model has been completed and now incorporates agreed changes to move from the old SPIT team to a new Capital Programme Group (CPG), which will monitor all capital projects in detail – along with additional responsibilities to be undertaken by all Programme Boards and Project Sponsors.</p>	G

Other areas of interest - to retain a focus on during 2018/19 but not classed as 'significant issues';

	Areas of interest	Latest update	
	<p>in September 2017. This involved ensuring that the financial monitoring and the operational aspects of project management were both considered for all defined projects.</p> <p>SPIT sat for the last time in March 2017 and a final Q4 outturn report was produced for Performance Scrutiny and Exec.</p> <p>The new Capital Programme Team has been instigated and sits on a regular basis since April 2018</p>	<p>The new processes were communicated widely in June with a new training programme developed for all Project Sponsors, Project Managers and other relevant staff, rolled out through August and September.</p> <p>A new Project Register has been developed which holds the key details of all Strategic and Capital projects as well as the main service projects.</p> <p>A PIR on the LPMM will be conducted in 2019 once the processes have bedded in.</p>	
Western Growth Corridor	<p><i>Western Growth Corridor - to ensure that effective governance is maintained as the project develops further</i></p> <p>This is the biggest project ever undertaken by the City of Lincoln Council, so the governance around all aspects of the delivery needs to be tight and effective. Risk will be considered from every angle.</p> <p>The Lincoln Project Management Model covers all sizes of projects and includes special advice for Mega projects.</p>	<p>The WGC Programme Board is in place – which now includes all of CMT, thus meeting the new LPMM recommendations.</p> <p>There are Sub Groups of the Programme Board for Financial viability and for Legal aspects, and others will be created as and when necessary</p> <p>A full internal project plan is in use, as well as an external design team project plan</p> <p>Regularly updated risk registers developed which is tabled at Programme Board at significant milestones</p>	G
Use of professional advice	<p><i>Continually ensure that appropriate and timely professional advice is sought on key projects, policies and decisions</i></p> <p>It is particularly important that when reports are taken to Members for decisions, they have full information on all relevant aspects.</p>	<p>A new Committee Report Template is being developed in Democratic Services to remove some duplication and to clarify the expectations of report writers</p> <p>Reports will not be accepted that have not allowed an appropriate period for consultation by the key areas – especially</p>	G

Other areas of interest - to retain a focus on during 2018/19 but not classed as 'significant issues';

	Areas of interest	Latest update	
	<p>To enable this to be completely up to date consultation is carried out with key departments as part of the report preparation. This consultation must allow sufficient time for individuals to assimilate the possible effects/costs etc. and respond</p> <p>If an Equality analyses is not deemed necessary, an equality statement should be made on all decision reports in the appropriate section</p>	<p>Finance and Legal.</p> <p>Legal and Finance representatives are to sit on all key Project/Programme Boards</p>	
<p>Responsible Officers</p>	<p><i>Ensure that the remaining Responsible Officer duties within the Housing services are fully rolled out during 2018/19</i></p> <p>The Tree of responsibility identifies all Responsible Officers responsible for the day to day management and safety of designated property or land within the HRA.</p> <p>The HRA are in the process of replicating work undertaken across all other assets assisted by CH&S</p> <p>The aim is to complete the main stages – up to Job description changes by December 2018. However it should be noted that all activities are still being carried out currently.</p>	<p>CMT have requested (September) that a short-life working group is established consisting of 2x AD's, 2 x CH&S and Property Manager.</p> <p>An action plan is in place to identify all appropriate assets and land</p> <p>CH&S will tailor the RO and ROSS manual to reflect HRA needs</p> <p>A gap analysis of training will be conducted by CH&S and subsequently training will be delivered by HRA team</p> <p>Job descriptions to be amended to include formal responsibilities</p>	<p>G</p>

SUBJECT: ANNUAL COMPLAINTS REPORT 2017-2018
DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK
LEAD OFFICER: JOANNE CROOKES, CUSTOMER SERVICES MANAGER

1. Purpose of Report

- 1.1 To present an annual complaints report including reference to the Annual Review of Local Authority Complaints issued by the Local Government and Social Care Ombudsman (LGSCO).
- 1.2 To report on the overall number of complaints received by the Council on a Directorate basis for the full year 2017-2018, including response times and percentage of complaints upheld.

2. Background

- 2.1 The council's complaints procedure includes two levels in response to formal complaints. Once the complaint has been considered and responded to by two separate officers the complainant is advised that if they are not satisfied with the response they can seek redress from the LGSCO. The LGSCO will look into both the merits of the complaint and the way that the council dealt with it.
- 2.2 Complaints relating to the landlord function of the council, as a provider of social housing are escalated to the Housing Ombudsman Service (HOS) The HOS have introduced the role of "designated persons" (i.e. members of parliament, local councillors and designated tenant panels) into the complaints process. Therefore specific landlord related complaints have a further layer in the complaints process.
- 2.3 There is no published time target for the handling of complaints. However resolution times are recorded and reported to DMTs. Staff are encouraged to seek solutions at the first point of contact or otherwise resolve the issue at the earliest opportunity.

3. Internal Formal Complaints

- 3.1 The number of complaints received last year has reduced overall compared to the previous three years.
- 3.2 There has been a slight improvement in the amount of time it is taking officers to respond to complaints. The average response time over all four directorates is 6.2 days. The Local Government and Social Care Ombudsman (LGSCO) publishes guidance for the public on how to complain. This guidance states that local authorities should reply to customers within a reasonable time which should normally be within 12 weeks.

3.3

Year	Number of complaints	Average response time
2014-2015	417	8.4 days
2015-2016	378	6.0 days
2016-2017	368	7.0 days
2017-2018	361	6.2 days

4 Breakdown of Complaints

4.1 Of the 361 complaints received for 2017-2018 the broad categories they relate to are set out in the table below. The figures for the previous 2 years are included for comparative purposes.

4.2

Service area or responsibility	2015-2016	2016-2017	2017-2018
Responsive repairs	47	69	71
Tenancy issues	75	53	51
Housing Investment	41	40	41
Housing Solutions	27	27	41
Council Tax / NNDR	18	35	30
Parking	10	20	23
Community Services	56	22	17
Bus Station	0	4	16
Planning and building control	9	12	13
Benefits	29	27	9
Christmas Market	7	11	6
PPASB service	8	9	6
Sport and Leisure	3	7	6
Customer Services	10	10	5
Private Housing	2	2	5
Major developments	0	0	5
Legal Services	0	4	4
Environmental Health	1	2	4
Finance	1	1	3
Democratic Services	1	3	2
Licensing	2	1	1
Bereavement Services	1	2	1
Central Market	0	0	1
Business Development & IT	0	7	0
Total complaints	378	368	361

4.3 Upheld Complaints

Of the 361 complaints responded to in 2017-2018, 127 or 35% of them were upheld. In these cases customers were offered an explanation and an apology. Additionally the officer upholding the complaint completes a feedback form for the directorate complaint monitoring officer outlining lessons learned, training needs and any changes that are required to procedures.

5. Local Government and Social Care Ombudsman Annual Review Report

5.1 The LGSCO Advice team provides comprehensive information and advice to both the public and local authorities on complaints. It also produces an annual review of local government complaints which includes an overview of trends, followed by statistical tables detailing the numbers of complaints received from each local authority area broken down into general service areas.

5.2 The second data set details the number of decisions made and the outcome of those complaints which the LGSCO has undertaken to investigate fully. In terms of outcome the only data published is whether the investigation has led to the complaint being upheld or not upheld. Details of the complaints themselves, the decision and any recommendations are now only available in the form of individual published decisions as they are released throughout the year.

5.3 In 2016/2017 the LGSCO received 12 new complaints and made decisions on 15 complaints about City of Lincoln Council Services. This compares to 10 complaints in the previous year and 27 in the year 2015-2016.

5.4 The general service areas of the were as follows:

- Environmental Services – 3 complaints
- Housing - 2 complaints
- Revenues and Benefits - 2 complaints
- Planning and Development – 2 complaints
- Corporate Services - 2 complaints
- Highways and Transport 1 complaint

5.5 Eight of these complaints were referred back for local resolution: These had not been through our own complaints procedure and we had therefore not had the opportunity to investigate or resolve the complaint before the customer involved a third party in the issue. In effect they are not LGSCO complaints.

5.6 Three complaints were closed after initial enquiries: These complaints are where the Ombudsman has decided that it could not or should not investigate the complaint; usually because the complaint is outside LGSCO's jurisdiction and they cannot lawfully investigate it. The early assessment of a complaint may also show there was little injustice to a complainant that would need an LGSCO investigation of the matter, or that an investigation could not achieve anything, either because there was no fault, or the outcome a complainant wants is not one that the LGSCO could achieve, for example overturning a court order.

- 5.7 In one case there was advice given: These are cases where the LGSCO would not look at a complaint because they had previously looked at the same complaint from the complainant, or another complaints handling organisation or advice agency was best placed to help them.
- 5.8 Two complaints were deemed appropriate for the jurisdiction of the LGSCO and were investigated. This compares with six investigations undertaken last year.
- 5.9 Of these complaints one is reported as being upheld. A reported “Uphold rate” of 50%.

6. Local Government and Social Care Ombudsman Upheld Complaints

- 6.1 The detail of the complaint upheld by the ombudsman is as follows:

Mrs W – This was a complaint that the council failed to make a compensation payment following an ombudsman decision in 2016 that advised an apology, payment of court costs and £100 compensation. The customer had been pursued for Council Tax arrears in spite of having made a valid and complete claim for Council Tax Benefit. The LGSCO advised that the redress increase by a further £100 to compensate her for having to chase the compensation.

7. Housing Ombudsman Service Complaints

- 7.1 Tenancy related complaints (i.e. those which are classed as a landlord function) are now referred to The Housing Ombudsman Service (HOS).
- 7.2 In 2017-2018 there were three complaints to the HOS, this compares to four in the previous year. Of these three, one is still under investigation. The two that we have received decisions on were not upheld.

8. Complaint Trends

- 8.1 There has been a small overall reduction in the number of complaints received.
- 8.2 Complaints about Repairs and the Housing Repairs Team are still our most common complaint at 71. Last year the figure was 69. Some of these complaints are about the quality of workmanship or the time taken to complete repairs. It should also be noted that tenants have complained about the repairs policy and the increased adherence to the terms of the tenancy agreement which has resulted in us applying the policy more stringently.
- 8.3 Complaints about community services including refuse and Garden waste have continued to decrease. This year there were only 17 formal complaints.
- 8.4 Complaints about Benefit have reduced from 27 to 9. This is a reduction of 66% and largely reflects the work that the team have done to reduce the backlog of work. This has been aided by the work that the business development team, under the customer experience strategy, have undertaken to move routine work on-line.
- 8.5 Customer Service complaints have reduced by 50% from 10 in the previous two

years to 5 this year.

- 8.6 There have been 16 formal complaints about the Bus Station. These were about access to the toilets, the toilet charge, the lack of litter bins, the lack of adequate waiting seats and the ambient temperature.

9. Compliments

- 9.1 On a more positive note, despite the current challenges and pressures, the council continues to receive a number of compliments from the public. These tend to acknowledge the professionalism of staff and occur across all service areas. Residents often take the time to appreciate the care and consideration demonstrated by our staff.

10. Organisational Impacts

Strategic Priority: High Performing Services

Finance – There are no direct financial implications arising from this report.

Legal – There are no direct legal implications arising from this report.

Equality and diversity – All complaints forms include an equality monitoring form and form part of the corporate monitoring of access to our services.

Community engagement and communications. We welcome feedback from customers and clearly promote the Complaints procedure on our website and in our public buildings.

11. Recommendation

To consider and comment on the complaints report for 2017-2018.

Is this a key decision?	No
Do the exempt information categories apply?	No
Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?	No
How many appendices does the report contain?	None
List of Background Papers:	None
Lead Officer:	Joanne Crookes Telephone 01533 873407

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SUBJECT: INTERNAL AUDIT PROGRESS REPORT

REPORT BY: AUDIT MANAGER

LEAD OFFICER: JOHN SCOTT, AUDIT MANAGER

1. Purpose of Report

- 1.1 To present the Internal Audit Progress Report to the Audit Committee, incorporating the overall position reached so far, and summaries of the outcomes of audits completed during the period.

2. Executive Summary

- 2.1 The report highlights progress against the audit plan.

3. Background

- 3.1 A key requirement of public sector internal audit standards is that Internal Audit should report progress periodically to those charged with governance. The Audit Committee has within its terms of reference the responsibility for receiving a regular progress report from Internal Audit on the delivery of the Internal Audit Plan. The latest progress report for 2018-19 is attached as the appendix to this report.

3.2 Internal Audit Progress Report

- 3.3 The Internal Audit progress report attached (Appendix A) covers the following areas :-
- Progress against the plan
 - Summary of Audit work
 - Implementation of Audit recommendations
 - Current areas of interest relevant to the Audit Committee

4. Organisational Impacts (nb. Finance, Legal and E & D sections below are mandatory, others to be completed only where there is an impact)

- 4.1 Finance (including whole life costs where applicable)
There are no direct financial implications arising as a result of this report.
- 4.2 Legal Implications including Procurement Rules
There are no direct legal implications arising as a result of this report.
- 4.3 Equality, Diversity & Human Rights (including the outcome of the EA attached, if required)
There are no direct E and D implications arising as a result of this report.

5. Recommendation

5.1 The Audit Committee is asked to note the content of the latest Internal Audit Progress Report for 2018-19 and consider whether any of the following options are relevant :-

- Report and make recommendations to the Executive if they feel it appropriate
- Refer any matter under review they feel appropriate to the relevant Portfolio Holder, Scrutiny Chair or Committee
- Seek responses from Officers on matters arising (written or verbal) to be submitted to the next Audit Committee on any of the issues raised within this report or associated Appendices. Members may further wish to request the presence of the relevant Managers at the meeting to explain performance / specific issues.
- Accept the report and continue to monitor arrangements

Key Decision No

Do the Exempt Information Categories Apply? No

Call in and Urgency: Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply? No

How many appendices does the report contain? One

List of Background Papers:

Lead Officer: Audit Manager Telephone 873321



City of Lincoln Council

Appendix A

Progress Report – September 2018



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Appendices

- Appendix 1 – Details of Limited or Low Assurance Reports
- Appendix 2 – Internal Audit Plan & Schedule 2018/19
- Appendix 3 – Assurance Definitions
- Appendix 4 – Performance Details
- Appendix 5 – Recommendations Overdue & Not Yet Due

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For all your assurance needs

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Introduction

1. The purpose of this report is to:
 - Advise of progress made with the Audit Plan
 - Provide details of the audit work undertaken since the last progress report.
 - Provide details of the current position with agreed management actions in respect of previously issued reports
 - Raise any other matters that may be relevant to the Audit Committee role

Key Messages

2. The 2017/18 audit plan is complete; the final two reports were issued in June and July.
3. The 2018/19 audit plan is progressing well; at the end of August 42% has been completed, which is on target. The Plan is attached at Appendix 2 and shows progress to date.
4. Information on audit recommendations can be found in Para 9 and Appendix 5.

Internal Audit Reports Completed May - August

5. The following final reports have been issued since the last progress report;

High Assurance	Substantial Assurance	Limited Assurance	Low Assurance	Consultancy
None	Council Tax (17/18) Planned Maintenance (17/18) Risk Management Sincil Bank Regeneration	None	None	None

Note: The Audit Committee should note that the assurance expressed is at the time of issue of the report but before the full implementation of the agreed management action plan. Definitions levels are shown in Appendix 4.

Below are summaries of the audit reports issued.

Council Tax – Substantial Assurance

The audit reviewed and tested processes operating at both the City of Lincoln Council and North Kesteven District Council. It examined the following risks;

- Discounts or exemptions are incorrectly applied, or fraudulently obtained by customers.
- Refunds are made incorrectly or inappropriately.
- Data from e-forms is not correctly and completely transferred to the Council Tax system.

Our review found that;

- Information and advice regarding discounts and exemptions is available for Council Tax payers.
- Comprehensive electronic procedure notes are available to Council Tax officers, although a recommendation has been made that procedure notes are updated to reflect recent changes.
- From a sample of 100 most popular discounts and exemptions awarded we found that Council Tax staff had obtained sufficient evidence to support the award and the Northgate system had been correctly updated. We found only two errors and recommendations have been made to address these processing errors.
- A process is in place to guard against fraudulent refunds, and refunds are appropriately authorised.
- The introduction of the direct debit e-forms has had a positive impact on collection as more Council Tax payers choose to pay by direct debit.
- Other e-forms have led to reduced customer contact resulting in administrative savings / staff time. Performance indicators are recording the lowest level ever for outstanding customer changes.

We have identified other areas for improvement and have agreed that;

- Quality control checks should be re-introduced to review a sample of all work undertaken by officers within the Council Tax administration team.
- The Business Development and I.T team should inform the Council Tax Team of any proposed changes to processing, e.g. e-forms, to enable re-testing to be undertaken to confirm changes have not impacted on how the form is operating.
- Guidance will be given to staff on the application of the discount code for empty and unoccupied properties

Planned Maintenance – Substantial Assurance

The aim of the review was to provide assurance on programme and contract management covering the Decent Homes and Lincoln Standards, with particular focus on the work linked to the two main contractors / partners.

The following risks were reviewed;

- Budgetary control and programmes of work not managed effectively
- Contract management is not effective

- Incorrect payments

We also reviewed aspects of health and safety, systems and data protection.

Our review found that;

- Budget and programmes.
Budgets are set and approved – these have been based on the work undertaken by staff including a 20% survey during 2015/16. There have been significant improvements in data analysis over the last 2/3 years. A review of the 30 year business plan is scheduled for 18/19.
Budget monitoring arrangements are satisfactory. The issuing of programmes and work is improving and with full implementation of the pro-contract system this should improve further
On the KIER side, all properties are currently pre-surveyed. Completed work is updated into the asset management system. The Decent Homes and Lincoln Standard are regularly reviewed, although the latter could be considered further – see below. Electrical test/installation and gas servicing are pursued where these are refused. Gas servicing performance is monitored and there are no concerns.
- Contract management
Partnering contracts are in place for and the KIER contract has recently been extended (subject to sign off). Contract costs are agreed / established and any increases are checked / approved. The current Aaron contract is under review as there is a possibility to extend from April 2019. There are regular contract meetings – both operational and strategic. Contractors are monitored for quality, cost (via the contract), performance (delivery), and satisfaction. Member and officer reporting is generally satisfactory. Staffing within the Investment team is now back at full capacity but there were resource issues during 2017/18.
- Payments
Satisfactory arrangements are in place to ensure expenditure is correctly reviewed, authorised and coded.
- Health and safety, systems and data protection
We have not reviewed this area in detail but assurance received that processes are working appropriately but improvements to IT systems and processes can be made and this is planned for 18/19. Fire risks appear to be adequately covered through contracts although this area will be covered in a separate audit in 18/19. Processes are in place to assess and manage asbestos risks. Arrangements to ensure gas and electrical safety are in place. Control of contractor arrangements in place with regular reviews.

We have made some recommendations to strengthen controls which include;

- Reviewing investment budgets using current “system data” and consider future stock survey strategies to inform future programmes. Reviewing the range of stock system data available to management and ensure this is communicated effectively.
- Considering performance arrangements related to the Lincoln and Decent Homes standards
- Improving communication between HRS (Housing repairs service) and Investment teams to co-ordinate improvements and also ensure warranty work is correctly managed.

- Reviewing contract management arrangements in some areas
- Considering introducing formal KPI's for Aaron on core programme and quality.
- Monitoring post inspection levels by KIER and Aaron and record COLC post inspection levels and results.
- Reviewing written procedures for training and contingency planning purposes
- Considering action on smoke alarm (and CO) refusals.
- Collecting asbestos cleaning and re-occupation certificates
- Reviewing system development plans (pro-contract) and data protection arrangements
- Creating an additional invoice pre-authoriser, ensuring the budget holder pre-authorises large payments and project officers formally convey checks completed.

Risk Management – Substantial Assurance

The review focussed on the Strategic and Directorate risk registers to ensure that they are up to date, regularly reviewed and risks are actively managed using the correct template.

We also reviewed;

- Risk management and the new LPMM guidance.
- Partnership / shared services / contract risk registers.
- Progress on previous audit recommendations
- A (limited) comparison of major risks facing the organisation with other local authorities strategic registers.
- Identification of red and amber areas on the combined assurance report that have not been considered for inclusion in the risk registers.

The review did not include project risk registers.

We found that overall Risk Management arrangements were in place and working well;

- The Council continues to work with Lincolnshire County Council who provide risk management advice, guidance and training.
- The Risk Management Strategy was reviewed in February 2018 (minor amendments), the risk toolkit has been updated, and a new risk appetite of “opportunistic” has been introduced.
- Risk training has recently been delivered to service managers, Members and CLT. An E-Learning risk training package will be rolled out later in 2018 for new staff / managers.
- Performance Scrutiny committee are provided with a status update for strategic risks on a quarterly basis.
- The Lincoln Project Management Model has recently been revised; it includes guidance in relation to Risk Management and the ownership and monitoring of risks.
- A partnership register is being developed and this will enable identification of key partnerships and provide an opportunity to consider whether a risk register should be in place.

We identified some areas where improvements are required and the key ones are;

- The identity of the officer/member risk champion needs to be more specific within risk management documentation (strategy & toolkit) to help with the profile of risk management.
- Make the risk strategy available to staff via authority wide and city people.
- Consider additional guidance on the front of the template regarding risk appetite and the need for target dates and responsibility for mitigating actions to be recorded.
- Risk template to include the need to record responsibility for mitigating actions
- Risks for Kier & Aaron are to be transferred to the new template and long standing green risks (business as usual) to be removed to allow focus on current risks.
- The MDD risk register should be reviewed promptly; followed by regular quarterly updates
- A process to be developed to ensure that all directorate risks are reviewed at the required time to enable progress against all risks to be reported.
- Business Management & Team Leader to undertake a more proactive role in reviewing risk registers for key contracts and partnerships.

All directorate risk registers have been updated following sessions with service managers and there is an opportunity for the Principal Risk Officer to hold further workshops to continue to drive forward engagement with risk management.

A Partnership audit is due to be completed later this year which will provide additional assurance regarding how risks are managed for strategic partnerships.

Sincil Bank Regeneration – Substantial Assurance

The Sincil Bank Place Shaping Strategy was launched in June 2017, with three underpinning action plans which are now underway;

- Streets & spaces for people
- Homes
- Community hub, skills & enterprise

The programme is part of the Councils Vision 2020 strategic plan and all of the theme groups have some involvement in the delivery of the programme. The strategy is being delivered in partnership with the community and other service providers, public and private sector organisations. The City Council has both a community leadership role and responsibility for delivery of projects.

The review was undertaken to provide assurance on the delivery of the Council's elements of the programme and how the Council works with partners to deliver the overall Sincil Bank Place Shaping Strategy, taking into account the Councils community leadership role. We sought to achieve this through reviewing programme & project management processes including;

- Governance arrangements, for example, decision making, reporting structures, roles and responsibilities, risk management and links with other partners
- Monitoring performance & delivery of the overall programme and individual projects
- Resource Management (capacity and financial)

We found that;

- Place checks of the Sincil Bank area have been undertaken since 2001. Current work input by the Council and officers to engage with the community, support development of the Place Shaping Strategy and get partners and other stakeholders on board to deliver change cannot be underestimated. There is a real focus on improving the area and ensuring that mechanisms are in place for the community to continue this long term programme of improvement.
- In year one the focus of the programme has been on developing community hubs and engaging with the local community to raise awareness of the focus on the Sincil Bank area. Work has also been undertaken on submitting bids for external funding, data collections and setting up a community chest to kick start small community activities.
- There has been a focus on “quick wins” to enhance the physical appearance of the area for example piloting CCTV, reducing fly tipping and refurbishing street name plates. In this way the community can be engaged and can see that changes are being made.
- A governance structure has been developed through the existing Neighbourhood Board which is being strengthened and encouraged to take on new responsibilities. The Board oversees three working groups and two steering groups who are developing and delivering the Place Shaping Strategy action plans. The City of Lincoln Council inputs as a partner to the Board and the working groups. We have recommended that process and procedures to support delivery of the Boards terms of reference are put in place.
- The Neighbourhood Board is open to all interested parties and the working groups are attended by external partners from the private sector. There is a potential for a conflict of interest where Council owned land has been identified for development and private sector partners present potential plans for the land prior to the Council decision making process. Council staff have identified this as a risk particularly around future procurement processes. Officers have also identified that as the Board evolves the type and level of decisions made in this forum should be identified to help mitigate the potential risk.
- The Council has set up a Sincil Bank Internal Working Group which includes officers from various departments across the Council who have an interest in providing services to the community. This group aids communication across the Council, programme & project management and decision making. Work on developing terms of reference and work plans for the group is taking place and this will support the effectiveness of delivery.

Effective assurance on the delivery of the programme is achieved through the Vision 2020 working groups and Corporate Management Team (CMT).

As the programme moves forward into year 2 and Council projects are developed the following processes should be put in place;

- Risk management
- Programme and project briefs
- Project management processes based on the Lincoln Project Management Model
- Completion of the Council’s joint working checklist and partnership register

- Developing an engagement plan to ensure that the effective community engagement which has already taken place is continued
- Involve financial services in processes for using the capital budget
- Develop a resource plan

Programme Officers had already identified a number of these requirements and are working towards implementation.

Other Significant Work

6. Updates on other significant work;

Housing Benefit Subsidy Testing

Detailed testing has been completed and is awaiting review by the External Auditor.

De Wint Court

Internal Audit have provided project risk management support for the feasibility group.

Allocations / Choice Based Lettings

This year's Audit Plan contained some time to look at the implementation of a new IT system and to undertake some detailed follow up work on the 2017/18 Allocations audit (Low assurance).

A high level review of the implementation of the new system has been completed, and no issues were identified.

A Short Life Working Group has been set up to ensure that the allocation of 172 new build properties is appropriately resourced, runs smoothly and there are no delays.

Internal Audit are providing risk management support (through the development of a risk register) for this group, and also for another group which has been set up to review the wider allocation process.

Given the resource and work pressures in this service the assurance audit of allocations / choice based lettings will be undertaken in 2019/20.

Audit Plan Changes

7. There have been some changes to the Audit Plan which have been agreed with the Chief Finance Officer;

- The Growth audit has been postponed to 2019/20, as the Growth strategies are still in development.
- The Values & Culture review requires more time than anticipated and has been allocated an extra 20 days (10 from Growth and 10 from an overtime budget).

- Following discussions with the Assistant Director – Health & Environmental Services it has been decided that the audit of the grant arrangements for a new Private Sector Housing Heating scheme are no longer required.

Audits in Progress

8. The following audits are in progress;

- Values & Culture – fieldwork in progress
- City Lottery – fieldwork in progress
- Assets / Commercialisation – fieldwork in progress
- Health & Safety (Housing Fire risk) – fieldwork in progress
- IT Applications – fieldwork in progress
- Transport Hub (final account) – being prepared
- Fees & Charges VFM – being prepared
- Vision 2020 (Housing) – being prepared

Audit Recommendations

9. There is a formal process for tracking Internal Audit recommendations; they are recorded on a monitoring spreadsheet which management can record progress updates on at any time. Performance Departmental Management Teams (DMT's) and Portfolio Holders monitor progress quarterly. On a monthly basis Internal Audit monitor recommendations becoming due. Prior to each Audit Committee Internal Audit will obtain a status report and review progress with management.

Internal Audit undertake formal follow up on all High priority recommendations and all recommendations made in audits where the overall assurance is Limited or Low; evidence of implementation will be requested and examined.

The table below shows a summary of all audits where recommendations are implemented, overdue / extended and not yet due.

Details of overdue / extended recommendations are shown at Appendix 5.

Recommendations Update (at 30th August 2018)

Audit Area	Date	Assurance	No of Recs	Implemented	Outstanding (extended or overdue)	Not Yet Due	Comments / Progress since previous Committee
2012/13							
Vehicle Fuel Management	Feb 2013	Limited	8 (1 High)	7 (1 High)	1		Agreed but driver code to be rolled out across the whole fleet and not just HRS
2015/16							
Accountancy	June 15	Effective	3	2	1		
ICT Mobile Devices	Mar 16	Substantial	6 (1 High)	4	2 (1 High)		
2016/17							
Revenues and Benefits – Support Services	Jul 16	Substantial	5 (1 High)	5 (1 High)			Final recommendation completed
Control Centre	Oct 16	Substantial	8 (2 High)	7 (2 High)	1		Extended 3 mths A new, GDPR compliant agreement is with legal for finalising.
Malware	Nov 16	Substantial	8 (3 High)	7 (3 High)	1		Extended 6 mths
Revenues & Benefits – Information Governance	Feb 17	Limited	15 (8 High)	14 (7 High)	1 (High)		1 High completed 1 High extended 3 mths
Recovery	Mar 17	Substantial	11	10	1		
2017/18							
Transport Hub	April 17	Substantial	9	8	1		2 completed
Responsive Repairs	Jun 17	Substantial	6	5		1	

Audit Area	Date	Assurance	No of Recs	Implemented	Outstanding (extended or overdue)	Not Yet Due	Comments / Progress since previous Committee
Boultham Park Refurbishment	Jun 17	High	2	1	1		Extended 6 mths. Contractual issues are taking priority. Work on the revised agreement is in progress.
Corporate Governance	Oct 17	Substantial	6	5	1		
IT Disaster Recovery	Oct 17	Substantial	19	8	11		11 recs extended 9mths – work in progress but complexities around recovery site means further time required
Customer Experience Strategy	Nov 17	Substantial	10 (2 High)	8	2 (1 High)		1H and 1M extended 7mths 2 completed
IT Applications	Nov 17	Substantial	7	3	4		4 recs extended 3-7mths 2 completed
Stores	Nov 17	Limited	12 (2 High)	12 (2 High)			2 recs completed
Tenancy Services	Jan 18	Substantial	9 (3 High)	1 (1 High)	3 (2 High)	5	1 completed
Asset acquisitions	Feb 18	Substantial	9	5	4		4 extended 2mths
Vision 2020	Mar 18	Substantial	7	7			7 completed
Procurement	Apr 18	Substantial	6 (1 High)	4 (1 High)	1	1	
Car parking	Mar 18	Substantial	7	6	1		
HMO Licensing and Hazards	Jun 18	Limited	18 (8 High)			18 (8 High)	All actions are due for implementation by 30 Sept 18. A detailed follow up will be undertaken and reported to this committee in December.
Housing Investment	Jun 18	Substantial	23 (4 High)	3	11	9 (4 High)	2 completed.
Council Tax	Jul 18	Substantial	6	4	1	1	1 completed

Audit Area	Date	Assurance	No of Recs	Implemented	Outstanding (extended or overdue)	Not Yet Due	Comments / Progress since previous Committee
2018/19							
Risk Management	Jul 18	Substantial	8	6		2	6 completed
Sincil Bank Regeneration	Aug 18	Substantial	10 (1 High)			10 (1 High)	

Performance Information

10. Our performance is measured against a range of indicators and is shown at Appendix 4. There are no concerns in any areas.

Other Matters of Interest

11. There are none.

Appendix 1 – Details of Limited / Low Assurance Reports

There are none.

Appendix 2 – Audit Plan Schedule

Area	Indicative Scope	Planned Start Date	Actual Start Date	Final Report Issued	Current Status / Assurance Opinion
Chief Executive	Critical Activities				
Human Resources (10)	Workbased learning – financial and operational risks	Q3-4			
Human Resources (3)	Attendance management follow up	Q2			
<i>Human Resources</i>	<i>Implementation of the new people strategy</i>				<i>(Potential audit – if time allows)</i>
Human Resources (10)	Recruitment process	Q3			Being prepared
Commercial Property and Small Business Support (10)	Commercial property income Managed workspace	Q3			
Business Strategy (Vision 2020) (10)	Management of key projects in the Housing area	Q2-3			Being prepared
Partnerships (10)	Partnership governance and effectiveness.	Q4			
Commercialisation/ Asset Rationalisation (10)	Review of strategy / projects	Q2-3	July		In progress
Director of Housing and Regeneration	Critical Activities				
Housing Allocations/Choice Based Lettings (10)	Migration of data Data accuracy	N/A	N/A	N/A	Used to support Working Groups – see section 6 for details
<i>Housing Voids, Aids & Adaptations, Rechargeable repairs</i>	<i>Management arrangements</i>	<i>TBA</i>			<i>(Potential audit – if time allows)</i>
Council house sales (5)	Sales / discounts and income.	Q4			
New Build / Housing Company (10)	Contracts and links to the housing company	TBA			Used to support De Wint Court project group
Health and Safety (10)	Housing fire risk - governance arrangements	Q3	Sept		In progress
Strategic Director – Communities & Environment	Critical Activities				
Planning (10)	CIL (Community Infrastructure Levy) and S106. Local plan delivery and monitoring.	TBA			<i>Audit in conjunction with Assurance Lincolnshire</i>

Area	Indicative Scope	Planned Start Date	Actual Start Date	Final Report Issued	Current Status / Assurance Opinion
CCTV	Management / monitoring of CCTV				(Potential audit – if time allows)
Private Sector Housing (5)	DFG / Arrangements for the new Heating scheme	Q2	N/A	N/A	Background work has found that the audit is no longer required. The days will be used for existing audits.
Major Developments Directorate	Critical Activities				
Growth (10)	Economic & Growth agenda - strategies, investment, partnerships, infrastructure.	N/A			Postponed to 19/20 as strategies are being developed during 18/19. The days will be used for the Values & Culture review.
Transport Hub (8)	Closedown of works and final account	Q2-3	Sept		In progress
Financial Governance					
Chief Executive					
Benefits (10)	Universal Credit roll out incl Housing impact.	TBA			
Counter Fraud (20)	We will continue to liaise with the Lincolnshire Counter fraud partnership, undertake a Counter fraud healthcheck, engage with NFI and build on work from Fraud risk assessment and continue to roll out the fraud e-learning training.	Q1-Q4			In progress.
NNDR (5)	Business Rates Growth Policy/Reliefs	TBA			
Bank (5)	Key controls around the Council' banking arrangements.	Q3			
Procurement (10)	Review of frameworks and other OJEU level procurement plus social value policy.	Q4			
City Lottery (3)	Governance arrangements	Q2	Aug		In progress
Governance (10)	The Council's cultural framework	Q1	May		In progress
Governance (5)	Annual assurance We will consider the key	Q1	April	May	Completed – no issues.

Area	Indicative Scope	Planned Start Date	Actual Start Date	Final Report Issued	Current Status / Assurance Opinion
	elements of governance				
Risk Management (5)	Council's risk management arrangements	Q1	April	July	Completed – Substantial assurance
Information Governance (10)	General Data Protection Regulations	Q3/Q4			
ICT Audit (30)	Applications	Q1	July		In progress
	Cyber risks	Q2-3			Prepared
	ICT Strategy implementation and ICT project / programme management	Q3			Prepared
IT DR/Business Continuity (3)	We will follow up with the Business Continuity Group actions arising from the IT DR audit in 2017/18	Q3			
Western Growth (15)	To review project management arrangements	Q1			
Programmes and Projects (13)	Sincil Bank Regeneration	Q1	June	Aug	Completed – Substantial assurance
	Review of project / programme governance arrangements, incl SPIT replacement	Q3			
Consultancy / VFM (10)	Focus to be agreed	Q2-4	Sept		Fees & Charges review being prepared
Emerging Legislation (2)	Management arrangements for forthcoming legislation	TBA			
Audit follow up work (10)	Assurance that actions from previous key audits have been implemented	Q1-Q4	Q1		
Combined Assurance (10)	Completing the integrated assurance mapping process for the Council	Q3/4			
	We will provide additional assurance information on equality and diversity				

Area	Indicative Scope	Planned Start Date	Actual Start Date	Final Report Issued	Current Status / Assurance Opinion
	assurance pending an audit review in 19/20				
Contingency and Emerging risks (30)	Contingency for any brought forward work and emerging risks	Q1-Q4			Part used for completion of 17/18 audits.
Advice and liaison, management, reactive investigations (35)	As area	Q1-Q4			Ongoing
Annual Internal Audit Report (3)	As area	Q1	April	May	Completed. To Audit Cttee June 18
Audit Committee – (20)	Audit Committee support	Q1-Q4			Ongoing
Housing Benefit Subsidy (50)	Testing on behalf of External Audit	Q1-2	May		Detailed testing completed – awaiting EA review
Review IA Strategy and Planning – (5)	New Plan for 2019/20	Q4			

Appendix 3- Assurance Definitions¹

<p>High Assurance</p>	<p>Our critical review or assessment on the activity gives us a high level of confidence on service delivery arrangements, management of risks, and the operation of controls and / or performance.</p> <p>The risk of the activity not achieving its objectives or outcomes is low. Controls have been evaluated as adequate, appropriate and are operating effectively.</p>
<p>Substantial Assurance</p>	<p>Our critical review or assessment on the activity gives us a substantial level of confidence (assurance) on service delivery arrangements, management of risks, and operation of controls and / or performance.</p> <p>There are some improvements needed in the application of controls to manage risks. However, the controls have been evaluated as adequate, appropriate and operating sufficiently so that the risk of the activity not achieving its objectives is medium to low.</p>
<p>Limited Assurance</p>	<p>Our critical review or assessment on the activity gives us a limited level of confidence on service delivery arrangements, management of risks, and operation of controls and / or performance.</p> <p>The controls to manage the key risks were found not always to be operating or are inadequate. Therefore, the controls evaluated are unlikely to give a reasonable level of confidence (assurance) that the risks are being managed effectively. It is unlikely that the activity will achieve its objectives.</p>
<p>Low Assurance</p>	<p>Our critical review or assessment on the activity identified significant concerns on service delivery arrangements, management of risks, and operation of controls and / or performance.</p> <p>There are either gaps in the control framework managing the key risks or the controls have been evaluated as not adequate, appropriate or are not being effectively operated. Therefore the risk of the activity not achieving its objectives is high.</p>

¹ These definitions are used as a means of measuring or judging the results and impact of matters identified in the audit. The assurance opinion is based on information and evidence which came to our attention during the audit. Our work cannot provide absolute assurance that material errors, loss or fraud do not exist.

Appendix 4 - Performance Details 2018/19 Planned Work

Performance Indicator	Annual Target	Profiled Target	Actual
Percentage of plan completed.	100%	25% end June 50% end Sept 75% end Dec 100% end Mar	42% (end of August)
Percentage of key financial systems completed.	100%	100% end Mar	0% (none due)
Percentage of recommendations agreed.	100%	100%	100% (11 out of 11)
Percentage of High priority recommendations due implemented.	100% or escalated	100% or escalated	0% (none due)
Timescales: Draft report issued within 10 working days of completing audit.	100%	100%	100% (2 out of 2)
Final report issued within 5 working days of closure meeting / receipt of management responses.	100%	100%	100% (2 out of 2)
Period taken to complete audit –within 2 months from fieldwork commencing to the issue of the draft report.	80%	80%	100% (2 out of 2)
Client Feedback on Audit (average)	Good to excellent	Good to excellent	Good to excellent. Average score – 31 out of 32. (2 issued and 2 returned)

Appendix 5 – Recommendations Overdue / Extended (at 30th August 2018)

50

Ref	Dir	Assist Dir	Date of report	Audit	Priority	Revised Due Date	STATUS	Agreed Action	Status
1	DHR	AD-HIS	01/02/2013	Fleet Management	Medium	30/11/2018	Extended	Update the Driver Code of Practice	Agreed unions and management - but to extend Corporately so awaiting further Exec report
2	CX	CFO	01/06/2015	Accountancy	Medium	31/03/2019	Extended	Update Budget Holder manual	Extended due to FS restructure
4	CX	AD-SD	01/03/2016	ICT Mobile Devices	High	31/03/2019	Extended	Identify and locate IT assets	In progress - further time required
5	CX	CFO	01/03/2016	ICT Mobile Devices	Medium	31/03/2019	Extended	Complete the annual inventory check	In progress - further time required
7	CX	AD-SD	01/09/2016	ICT Malware	Medium	31/12/2018	Extended	IT security summary training	In progress - further time required
8	DHR	AD-H	01/10/2016	Lincare Control Centre 2016	Medium	31/12/2018	Extended	Staged review of contracts - GDPR	Further time required for completion
9	CX	CFO	01/02/2017	Information Governance Revenues and Benefits	High	31/12/2018	Extended	Finalise NKDC + CoIC ICT SLA	In progress - further time required
11	CX	CFO	01/03/2017	Recovery	Medium	31/01/2019	Extended	Fair Collection & Debt Recovery Policy monitoring	Further time required for completion
15	DMD	DMD	01/04/2017	Transport Hub	Medium	30/09/2018	Extended	Transport Hub health and safety file	In progress - further time required

19	DCE	AD-CSS	01/06/2017	Restoration of Boultham Park	Medium	30/09/2018	Extended	Partnership Agreement to be signed	Extension required to September
24	CX	CFO	01/10/2017	Code of Corporate Governance	Medium	31/12/2018	Extended	Update detailed AMP (Asset Management Plan)	In progress - further time required
25	CX	CFO	01/09/2017	IT Disaster Recovery	Medium	31/12/2018	Extended	Seating allocation at Hamilton House	In progress - further time required
26	CX	AD-H	01/09/2017	IT Disaster Recovery	Medium	31/12/2018	Extended	Accommodation for contractors.	In progress - further time required
27	CX	AD-SD	01/09/2017	IT Disaster Recovery	Medium	31/12/2018	Extended	LAN connections Hamilton House.	In progress - further time required
28	CX	CFO	01/09/2017	IT Disaster Recovery	Medium	31/12/2018	Extended	Property to review power, water, drainage	In progress - further time required
29	CX	CFO	01/09/2017	IT Disaster Recovery	Medium	31/12/2018	Extended	Limited Business Continuity Plans for all services	In progress - further time required
30	CX	CFO	01/09/2017	IT Disaster Recovery	Medium	31/12/2018	Extended	Address the lack of RPOs in BCPs.	In progress - further time required
31	CX	CFO	01/09/2017	IT Disaster Recovery	Medium	31/12/2018	Extended	Next BCP desktop exercise to include the IT DR plan	In progress - further time required
32	CX	AD-SD	01/09/2017	IT Disaster Recovery	Medium	31/12/2018	Extended	Wider staff education and awareness	In progress - further time required
33	CX	AD-SD	01/09/2017	IT Disaster Recovery	Medium	30/06/2019	Extended	Produce a test plan.	In progress - further time required
34	CX	CFO	01/09/2017	IT Disaster Recovery	Medium	31/03/2019	Extended	Review approach for assessing risks in BCPs	In progress - further time required
34.1	CX	CFO	02/09/2017	IT Disaster Recovery	Medium	31/03/2019	Extended	Services to plan for loss up to 2 weeks	In progress - further time required
39	CX	AD-SD	01/10/2016	Customer Experience Strategy	High	31/10/2018	Extended	CA BENS CofC place on the action plan	In progress - further time required
40	CX	AD-SD	01/10/2016	Customer Experience Strategy	Medium	30/11/2018	Extended	Review statistical information presentation	In progress - further time required

44	CX	AD-SD	01/11/2017	IT Applications	Medium	31/11/2018	Extended	Circulate Sys Ops guidance - General	In progress - further time required
46	CX	AD-SD	01/11/2017	IT Applications	Medium	31/10/2018	Extended	Obtain support and maintenance agreement Agresso	In progress - further time required
47	CX	AD-SD	01/11/2017	IT Applications	Medium	30/11/2018	Extended	Review current agreement arrangement My Info	In progress - further time required
48	CX	AD-SD	01/11/2017	IT Applications	Medium	31/10/2018	Extended	Obtain support and maintenance agreement Forms	In progress - further time required
51	DHR	AD-H	01/01/2018	Tenancy Services	High	31/12/2018	Extended	Consider transfer of voids team to tenancy services	In progress - further time required
52	DHR	AD-H	01/01/2018	Tenancy Services	High	31/12/2018	Extended	Pre-tenancy process developed further	In progress - further time required
56	DHR	AD-H	01/01/2018	Tenancy Services	Medium	31/12/2018	Extended	Photographic evidence to be stored on workflow	In progress - further time required
61	CX	CFO	01/03/2018	Asset Acquisition	Medium	31/08/2018	Extended	Include Government guidance on MRP in strategy	In progress - further time required
62	CX	CFO	01/03/2018	Asset Acquisition	Medium	31/10/2018	Extended	Review the strategy annually	In progress - further time required
63	CX	CFO	01/03/2018	Asset Acquisition	Medium	31/10/2018	Extended	Develop one filing structure	In progress - further time required
64	CX	CFO	01/03/2018	Asset Acquisition	Medium	31/10/2018	Extended	Decision making records held re document retention	In progress - further time required
69	DCE	AD-CSS	01/03/2018	Car Park Income	Medium	31/12/2018	Extended	Cash collection health and safety risk assessment	In progress - further time required
110	DHR	AD-HIS	28/06/2018	Housing Investment	Medium	31/12/2018	Extended	Core Group meeting frequency	In progress - further time required
111	DHR	AD-HIS	28/06/2018	Housing Investment	Medium	31/12/2018	Extended	Partner meetings - minutes distribution	In progress - further time required

112	DHR	AD-HIS	28/06/2018	Housing Investment	Medium	31/10/2018	Extended	Re-establish performance meetings for contractors	In progress - further time required
114	DHR	AD-HIS	28/06/2018	Housing Investment	Medium	31/10/2018	Extended	Formal KPI's - core programme performance and quality	In progress - further time required
115	DHR	AD-HIS	28/06/2018	Housing Investment	Medium	31/10/2018	Extended	Post inspections review and monitoring	In progress - further time required
116	DHR	AD-HIS	28/06/2018	Housing Investment	Medium	31/10/2018	Extended	QA checks completed by CoIC officers will be recorded	In progress - further time required
119	DHR	AD-HIS	28/06/2018	Housing Investment	Medium	31/07/2018	Extended	Asbestos certificates (both cleaning and re-occupation)	In progress - further time required
120	DHR	AD-HIS	28/06/2018	Housing Investment	Medium	31/10/2018	Extended	Timescales add to existing pro-contract programme	In progress - further time required
123	DHR	AD-HIS	28/06/2018	Housing Investment	Medium	31/10/2018	Extended	Valuation checks - confirmation, guidance	In progress - further time required
124	DHR	AD-HIS	28/06/2018	Housing Investment	Medium	31/10/2018	Extended	Review of Aaron cost data	In progress - further time required
125	CX	CFO	01/07/2018	Council Tax	Medium	31/03/2019	Extended	Quality checking process will be re-introduced.	In progress - further time required

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SUBJECT: AUDIT COMMITTEE WORK PROGRAMME

REPORT BY: AUDIT MANAGER

LEAD OFFICER: JOHN SCOTT, AUDIT MANAGER

1. Purpose of Report

1.1 To provide details of the draft Audit Committee work programme for 2018/19.

2. Executive Summary.

2.1 The Audit Committee approves a work programme each year and monitors progress.

3. Main Report

3.1 The proposed work programme is attached at Appendix A. The frequency of meetings has been reviewed and is considered appropriate for 2018/19.

4. Organisational Impacts

4.1 Finance

There are no direct financial implications arising as a result of this report.

4.2 Legal Implications including Procurement Rules

There are no direct legal implications arising as a result of this report.

4.3 Equality, Diversity & Human Rights

There are no direct E and D implications arising as a result of this report.

5. Recommendation

5.1 That Audit Committee comment on and agree the work programme for 2018/19.

Key Decision No

Do the Exempt Information Categories Apply? No

Call in and Urgency: Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply? No

How many appendices does the report contain? One

List of Background Papers: None

Lead Officer: Audit Manager Telephone 873321

AUDIT COMMITTEE AUDIT WORK PROGRAMME FOR 2018/19

Meeting dates	Audit Items	Training (Suggested)	Comments
14 th June 2018	<ul style="list-style-type: none"> • Internal Audit Progress report • Statement of Accounts (Draft) • Annual Governance Statement (Draft review) • Audit Committee Work Programme • Annual Internal Audit Report • 12 month Fraud and Error report 	<ul style="list-style-type: none"> • Audit Committee effectiveness (new members) • Local Government Financial Statements explained • Annual Governance Statement/Corporate Governance (Part of Meeting) 	
19 Jul 2018 6.00 pm	<ul style="list-style-type: none"> • Statement of Accounts / Annual Governance Statement (Final) • Annual Governance Report / Auditors Report (External Audit) • Terms of Reference review - Audit Committee • Review of the effectiveness of Internal Audit and Audit Committee • Appointment of External Auditor • Annual Audit Letter (External Audit) 		

<p>27 Sep 2018 6.00 pm</p>	<ul style="list-style-type: none"> • Internal Audit progress report • Audit Committee Work Programme • Annual Governance Statement monitoring report • Annual Complaints report 		
<p>18 Dec 2018 6.00 pm</p>	<ul style="list-style-type: none"> • Internal Audit progress report • Six Month Fraud and Error report • Annual Governance Statement - monitoring • Audit Committee Work Programme • Counter fraud policies • Information Governance Update • Review of the effectiveness of Internal Audit and Audit Committee • Terms of Reference review – Internal Audit 	<ul style="list-style-type: none"> • Counter Fraud 	
<p>12 Feb 2019 6.00 pm</p>	<ul style="list-style-type: none"> • Internal Audit Progress report • Treasury management policy and strategy (consultation prior to approval by Council) • Audit Committee Work Programme • External Audit annual report on grants and returns • External Audit plan • Draft Internal Audit plan 19-20 	<ul style="list-style-type: none"> • Treasury Management 	

<p>26 Mar 2019 6.00 pm</p>	<ul style="list-style-type: none"> • Internal Audit Progress report • Combined Assurance report • Annual Governance Statement –update report • Final Internal Audit Strategy and Plan 19-20 • Risk Management Strategy / annual report • Statement on Accounting Policies • Audit Committee Work Programme • External Audit Inquiries – 18/19 Statement of Accounts • IAS19 – Assumptions used to calculate pension entries in the Statement of Accounts and Audit Regulations • Strategic Fraud risk register • Information Governance Update report 		
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A private meeting between the Audit Committee and internal and external audit managers can be arranged outside of the meeting agenda times.

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