



NOTICE OF MEETING

Meeting:	Audit Committee
Date and Time:	Tuesday, 25 June 2013 at 7.00 pm
Place:	Committee Room 1, Civic Offices, Fleet
Telephone Enquiries to:	Gill Chapman, 01252 774141 gill.chapman@hart.gov.uk
Members:	Axam, Barrell, Collett, Gani, Lit, Neighbour (Chairman), Simmons

G Bonner
Chief Executive

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AGENDA

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- 1 ELECTION OF VICE CHAIRMAN**
- 2 MINUTES OF THE PREVIOUS MEETING**

The Minutes of the meeting held on 26 March 2013 are attached to be confirmed and signed as a correct record. **Paper A**

- 3 APOLOGIES FOR ABSENCE**
- 4 CHAIRMAN'S ANNOUNCEMENTS**

5 DECLARATIONS OF INTEREST

To declare disclosable pecuniary, and any other, interests.

6 EXTERNAL AUDIT FEE 2013/14

To report to the committee the estimated cost of the Annual External Audit Fee for 2013/14. **Paper B**

RECOMMENDATION

That the report be noted.

7 INTERNAL AUDIT PROGRESS REPORT – Q1 APRIL 2013 – JUNE 2013.

To advise the Committee of work completed by Internal Audit between April 2013 and June 2013. **Paper C**

RECOMMENDATION

That the Internal Audit work completed between April 2013 and June 2013 be noted.

8 STRATEGIC AND OPERATIONAL RISK REGISTERS UPDATE (JUNE 2013)

To update the committee on the contents of the Council's Strategic and Operational Risk Registers. **Paper D**

RECOMMENDATION

That the report be noted.

Date of Despatch: 18 June 2013

AUDIT COMMITTEE

DATE OF MEETING: 25 JUNE 2013

TITLE OF REPORT: EXTERNAL AUDIT FEE 2013/14

Report of: Head of Finance

Cabinet member: Councillor Ken Crookes, Leader

1 PURPOSE OF REPORT

1.1 To inform the Audit Committee of External Audit Fee for 2013/14.

2 OFFICER RECOMMENDATION

That the report be noted.

3 BACKGROUND

3.1 The Council's External Audit arrangements are provided by Ernst and Young. The annual fee scales are set by the Audit Commission for each audited body. The fee for 2013/14 is estimated at £90,308, further information on the basis of the fee is shown in Appendix I.

4 FINANCIAL IMPLICATIONS

4.1 There are no financial implications arising directly from this report

Contact Details: Head of Finance, Extension 4207, tony.higgins@hart.gov.uk

AUDIT COMMITTEE**DATE OF MEETING: 25 JUNE 2013****TITLE OF REPORT: INTERNAL AUDIT PROGRESS REPORT Q1 APRIL 2013 – JUNE 2013****Report of: Internal Audit Manager****Cabinet Member: Councillor Ken Crookes, Leader****1. PURPOSE OF REPORT**

1.1 To advise the Committee of the work completed by Internal Audit between April 2013 and June 2013.

2. OFFICER RECOMMENDATION

2.1 That the Internal Audit work completed between April 2013 and June 2013 be noted.

3. BACKGROUND

3.1 Internal Audit prepares a risk based plan which identified the work that is to be carried out during the year, the plan for 2013/14 was approved by the Committee in March 2013. Findings from completed reviews will be reported to the Committee each quarter. During the above period reports were issued for:

Housing Benefits - Appendix 1
 Council Tax - Appendix 2
 Sundry Debtors - Appendix 3

3.2 All High and Medium Risk Internal Audit Recommendations are followed up once they have reached the agreed completion date. A summary of our follow up work is shown below:

Year	Number of Recs Followed Up	Complete	In Progress	Outstanding	Revised Date Agreed
2011/12	104	96 (91%)	5 (5%)	3 (4%)	0
2012/13	47	38 (80%)	2 (5%)	3 (6%)	4 (9%)

It should be noted that a further 55 recommendations from reviews completed for the year 2012/13 have not yet been followed up.

- 3.3 Responsibility for implementing agreed recommendations lies with management. Outstanding recommendations for 2012/13 are now at the first stage of the escalation process, which is to agree a revised completion date with the appropriate Head of Service.

FINANCIAL IMPLICATIONS

There are no direct financial implications arising from this report.

MANAGEMENT OF RISK

There are no direct risk implications arising from this report.

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Appendices

Appendix 1 - Housing Benefits

Appendix 2 - Council Tax

Appendix 3 - Sundry Debtors

AREA OF REVIEW	HOUSING BENEFIT
CONCLUSIONS	
<p>The Housing Benefit function is mostly working satisfactorily but there are some areas which need reviewing and some improvements made. An action plan has been agreed for the recommendations made within the report.</p> <p>There have been some enhancements made in the management of Fraud, although it is felt that more fraud referrals could be made, this could be achieved by raising awareness of fraud risks and indicators.</p> <p>Debt recovery for overpayments for 2012/13 did not meet the targets set for the year, although once the new debt policy is established allowing more options for collection this may also be an area where improvements could be seen.</p>	
OVERALL AUDIT OPINION	Adequate

I. Control Objective

That Policies, Procedures, Documentation and Information Used to Process Housing Benefit Claims is up to Date

Findings:

- I.1 Procedures relating to Housing Benefit are contained within the 'Spider' which is an internet based database of Revenues and Benefits procedures. As noted in previous Revenues audits this database can't be updated. It was recommended in the NNDR audit that a housekeeping exercise is undertaken to archive old procedures and organise current procedures.
- I.2 DWP legislation is received and held in the share drive. Staff are updated of relevant changes via training sessions.
- I.3 The Hart website has various links to Housing Benefit related information. This information includes a Benefit Calculator and an application form which can be downloaded.
- I.4 At the time of the audit the 'Latest News Section' on the website was found to be blank. Due to the significant changes due in Housing Benefit Legislation it would be good practice to have this section populated with the changes that have either recently taken place or will happen in the short term.
- I.5 The website also makes reference to a Customer Service Charter. This should be reviewed to ensure that it is still relevant and up to date.

Risks				
<ul style="list-style-type: none"> Customers not being able to obtain up to date information regarding benefit claims 				
Recommendation	Risk Category	Officer Comments	Responsible Officer	Target Date
1. Update the information contained on the HDC website to include information regarding changes to Housing Benefit Legislation.	Low	All April changes were updated after annual billing	Revenues and Benefits Manager	Completed
2. Review how procedures are held within the share drive and ensure that out of date procedures are archived	Low	Agreed	Revenues and Benefits Manager	December 2013

Control Objective: 2
That Housing Benefit Information is Held Securely

Findings:

- 2.1 Post opening takes place in a dedicated post room. There is key card access to the entrance area and then key pad access to the main post room. At the time of the audit this key pad was not in use. It is recognised by Capita management that when there are officers in the post room the door is not locked due to assisting with coverage on reception.
- 2.2 Post opening was observed and was found to be completed in a controlled manner with sensitive documents being recorded appropriately and returned to the applicant in a timely manner.
- 2.3 The officers who process and scan evidence documents are also responsible for verifying that the documents are valid. Whilst some checks are made on documents provided by the applicant, it would be advisable that officers who have to verify documents are given some training to identify false / suspicious documents.
- 2.4 IBS system access was reviewed in the Council Tax Audit 2012/13. Recommendations were made in that report to improve controls over access.

Risks				
<ul style="list-style-type: none"> • Loss of sensitive documents • Fraudulent evidence 				
Recommendation	Risk Category	Management Response	Officer Responsible	Action Date
3. Training is given to staff that are responsible for verifying and authenticating identification documents to ensure that are competent in identifying false documents.	Medium	All documentary evidence is being reviewed in line with accepting electronic evidence and training will be provided once the project is complete	Revenues and Benefits Manager	October 2013

3. Control Objective
That Claims are Processed Accurately and in a Timely Manner

Findings:

3.1 The following information is recorded in the Capita Monthly Performance Report relating to the processing of Housing Benefit Claims;

Performance Indicator	Target	Actual (March 2013)
Speed of Processing New Claims	21 days	19.16 days
Speed of Processing Changes of Circumstance	8 days	7.5 days
New Claims decided within 14 days of receipt of all information required	90%	98%
Accuracy of processing	98.99%	96%
New claims outstanding over 50 days.	0%	0%

3.2 A sample of new claims was checked to confirm that all the appropriate information to assess the claim was received. For a high number of claims reliance is placed on the DWP to collect and check information provided by the applicant, these are called passported claims. There was evidence to suggest that where information was not provided initially, it was followed up.

3.3 Quality checks are made on a selected number of New Claims and Changes of Circumstances. The checks made have more recently been heavily weighted towards checking the work of new officers working off site. Where errors are found these are reported back to the assessor for correction. A sample check confirmed that this process is being followed.

3.4 A summary of the level of checks that take place is shown below:

Total pieces of work recorded for 2012/13 (Client stats)	11000
Pieces of work identified for sampling	6000
Actual pieces of work checked	1800 (30% of the sample)
Financial Error Rate	10% ($\frac{3}{4}$ of these were identified in work off site and or by new staff)

3.5 There appeared to be no pattern to the type of errors reported which is in line with the certification work carried out by External Audit which identified 11 errors in a sample of 40 tested. This resulted in the subsidy claim for 2011/12 being qualified. Factors that can cause errors include; increasing work load, working environment, pressure to meet targets etc.

3.6 Claim errors are an inherent risk with the Housing Benefit process. Whilst Capita do carry out an adequate number of quality checks, there have been no real changes to enhance the checking process during 2012/13 that would fully mitigate the risk of future Subsidy Claims being qualified. It is therefore recommended that some action is taken to identify why these errors are occurring. Perhaps it would be worthwhile risk assessing the claims for the purposes of quality checking. This could result in checks being applied on claims that are more likely to susceptible to error.

3.7 A report of pending claims was reviewed and it was found that the report showed claims dating back to 2006 which suggests that some of these claims were not being closed off correctly.

3.8 A sample of Changes of Circumstances (COC), were looked at and findings suggested that the COC's were being processed within the target of 8 days, coming in at 6.5 as of January 2013. The sample indicated that 8 out of the 20 tested had been processed on the same day as receipt due to them being received via Atlas (System linked to DWP). If the claims that are made via Atlas were taken out of the sample, as these are dealt with by the DWP, the remaining 12 were found to have been processed in an average of 10.75 days. Care should be taken to ensure that non Atlas changes are processed in a timely manner.

3.9 The Hart Client is required to make a random 10% check of claims for accuracy as per Statutory Instruments 2002 No 1888 – Contracting out social security.. Any financial errors found during these checks are reported on the Capita / Hart Monthly report under Accuracy of processing – this was 98.99% as of March 2013. Consideration should be made to ensuring that there is more than one competent person within Hart to complete these checks as with a steadily rising claim base and future changes to benefit legislation the workload could potentially increase. Since the qualification of the Housing Benefit Subsidy 2011/12 there has not been any increase in the number of checks made.

3.10 A sample of discretionary Housing Benefit payments were checked to ensure that there was sufficient supporting evidence to support the claim. 4 out of the 5 checked had adequate information the other did not have sufficient evidence available to support the claim, however it was later found that there were exceptional circumstances surrounding this claim the Hart Client and Audit were satisfied it had been processed correctly.

Risks				
<ul style="list-style-type: none"> Claims are not processed accurately 				
Recommendation	Risk Category	Management Response	Officer Responsible	Action Date
4. Self employment evidence needs to be reviewed to ensure that it is adequate to support the HB claim	Medium	Self employment process is currently being reviewed	Client and Manager Revenues and Benefits	September 2013
5. Review the Pending accounts and remove any which are no longer valid	Low	Agreed	Manager Revenues and Benefits	December 2013
6. Non Atlas changes of circumstances should be monitored to ensure within target	Low	Agreed	Manager Revenues and Benefits	Completed
7. To try and identify the root cause of why errors are occurring and put measures in place stop them occurring.	Medium	The quality checking process was reviewed and changed last year to help identify errors. Each month errors are analysed to identify root causes and training needs are actioned if required.	Manager Revenues and Benefits	Completed

4. Control Objective
Housing Benefit Payments are Correctly Accounted for

Findings

- 4.1 Capita Finance completes housing benefit reconciliations. Checks were made on two completed reconciliations to confirm that they were accurate and completed in a timely manner. Findings on the October reconciliation showed a variance of £80.00 on code F600 6004. Capita were informed of this variance and will identify the cause of the error and will take the appropriate action to resolve the error.
- 4.2 At the time of the audit the Housing Benefit reconciliations were found to have been completed in a timely manner and there is reasonable assurance that payments had been properly accounted for.
- 4.3 The Subsidy claim for 2011/12 was checked to confirm it was returned to the DWP by the deadline date of 30.04.12. The return was signed by the Section 151 officer and sent to the DWP in a timely manner.

5. Control Objective
Overpayments are Managed Effectively

Findings

- 5.1 The new Corporate Debt Policy was agreed at Cabinet in December 2013. This will give further options for the collection of outstanding overpayments including court proceedings. It is understood that there are to be discussions with legal on the process which needs to be followed to move forward prosecutions and it is envisaged that this will commence in April 2013.
- 5.2 A sample of recovery action confirmed that debts are being followed up although there was evidence of debts stagnating once they had reached the final stage of the recovery cycle that was in place for 2012/13. This should change from April 2013 the debt can now be pursued to a higher level, for example court action. Adequate time should be allocated for the Overpayment Officer to pursue these debts to the levels prescribed in the new debt policy, as if cases are to go to court evidence will need to be prepared properly. A reminder should be given to Benefit Assessors to ensure that when dealing with complicated cases where claimants are on and off benefit that the Overpayments Officer is kept up to date to ensure that the correct recovery route is followed.
- 5.3 There are two targets in place to manage the collection of debt. The first is a target of 40% of recoverable housing benefit overpayments raised and invoiced in the current year. As March 2013 the collection rate was 35.8%.
- 5.4 The other target set is the collection of previous year debt. This target is set at 45% reduction. As of February 2013 Capita were reporting that the collection of previous year debt was 28%. This is significantly below target.

5.5 Capita Finance completes a reconciliation between IBS totals of debt recovered and cash recorded on the General Ledger. As of 31.3.13, the reconciliation appeared to balance. However the amounts created on IBS reports differed to the records held by the overpayments officer. Audit were advised that this issue has occurred over a number of years. This variance should be resolved.

Risks				
<ul style="list-style-type: none"> • Inaccurate data base • Overpayments not collected effectively 				
Recommendation	Risk	Management Response	Responsible Officer	Action Date
8. Ensure that the New Bad Debt Policy is incorporated in to working practices	Medium	A project has now commenced to implement the new recovery policy and we are currently liaising with the legal team	Manager Revenues and Benefits	Sept 2013
9. A full audit trail of credits and adjustments should be kept when collating the overpayment recovery figures	Low	Agreed	Manager Revenues and Benefits	Completed
10. To identify and correct the variance identified in the Housing Benefit reconciliation	Medium	The reconciliation will be completed and signed off as part of the year end closure process	Capita Finance	June 2013

6. Control Objective
That Effective Arrangements to Prevent and Detect Fraud are in Place

Findings.

- 6.1 There have been some significant changes in the way in which the Fraud Team operate. The Fraud investigator is based in Havant and works one day a week in Hart although contactable through the working week. Administration support and referrals are still managed in Hart. The resource of a Fraud Manager is shared with both Southampton City Council and Havant Borough Council.
- 6.2 It was identified that the current Fraud Policies and procedures are out of date and need updating to reflect current working practices and legislation.

- 6.3 Referrals are received by Hart through various methods (Fraud Hotline, Phone calls, e-mails and Benefit assessors). These are logged and then a risk assessment completed and then all referrals are passed to the Fraud Manger for review. Due to the low number of referrals in Hart most if not all of the referrals are reviewed.
- 6.4 Checks were made to ensure that there was sufficient publicity available to the public and to officers to report Fraud. Fraud awareness training has commenced for the Benefits Assessors, however it would be good practice to widen the awareness training to the Housing staff that could also come across potential Fraud cases.
- 6.5 There are some posters around the reception area and information on how to report fraud. That said the website information could be refreshed and used to highlight prosecutions and the TV screens in the reception area could be used to inform people how to report and potentially highlight prosecutions. There is also scope to work with the Communications Officer to issue press releases and incorporate reporting of Fraud in Hart News.
- 6.6 Testing was completed to ascertain that sufficient evidence was collected for cases and held appropriately. Ongoing fraud cases are held in paper files and once closed are scanned on to Anite. Fraud cases can contain a considerable amount of confidential information. This raised two questions firstly on access to the Anite files as it appears all Revenues and Benefits staff have access to the fraud files. Secondly regarding Data retention of Caution and Sanction information. These both need to be looked at to ensure Data Protection requirements are adhered to.
- 6.7 Fraud activity is reported in the Capita Monthly Performance Report. There are no specific Fraud targets imposed by Hart although the Fraud Manager sets personal targets for the Fraud Investigators in the team. Currently the focus in Hart is to increase the number of Fraud referrals received from both the Public and Benefits Assessors.
- 6.8 Since the changes in the Fraud team the Fraud panel which was held every 6 weeks has now been changed to take a more fluid approach and it is held as and when required. In doing so this has increased the amount of panels held and has help keep cases moving and subsequently closed in a more timely manner, This is a much more pro-active approach and is beneficial to both the council and the claimant.
- 6.9 The NFI data matches for 2012 resulted in 556 Housing Benefit Matches with 48 being classified as high risk. At the time of the audit, work had already started to investigate these matches and audit are confident that these will all be followed up in a timely manner.

Risks				
<ul style="list-style-type: none"> • Lack of action taken against fraud 				
Recommendation	Risk	Management Response	Responsible Officer	Action Date
11. Update the Fraud Procedures and Polices	Medium	Agreed	Fraud Manager	July 2013

PAPER C
Appendix I

12. Extend the Fraud awareness training to the Housing Staff	Low	Agreed – Audit to assist in setting up meetings with Housing and Environmental Health	Fraud Manager	July 2013
13. To work with the Communications Officer to publicise fraud cases and encourage more Fraud referrals	Medium	Agreed – Audit to assist in setting up a meeting with the Communications officer	Fraud Manager	July 2013
14. Review Fraud Case information held on Anite to ensure that any sensitive information is not compromised	Medium	Agreed – Case information on Anite reviewed.	Fraud Manager	Completed
15. Put a plan in place to ensure that Fraud records are destroyed as per the retention policy	Medium	Agreed – Plan in place. Retention Document to be put on IBS	Fraud Manager	Completed
16. NFI matches for 2012 should be completed and a review of 2010 should be undertaken	Medium	Agreed – to date 2013/14 NFI is completed, we will check any further additional checks	Fraud Manager	Completed

AREA OF REVIEW	COUNCIL TAX
<p>CONCLUSIONS</p> <p>Overall, there is reasonable assurance that the Council Tax base is being calculated and managed appropriately.</p> <p>Issues identified appeared to stem from insufficient time being spent reviewing the accounts and housekeeping.</p>	
OVERALL AUDIT OPINION	Adequate

I. Control Objective
That Charges Have Been Correctly Calculated

- I.1. Access controls surrounding IBS, (the IT system used by Hart District Council to record Council Tax information) were reviewed and the following were noted:
 - a. There does not appear to be any one person with overall control of the entire system, for example system operational tasks are completed by outsourced staff both locally and at Southampton whilst the relationship with Civica (IBS) is held by Hart.
 - b. As there is no ability to define job roles within the system, each individual user is allocated a list of specific tasks they are able to complete; this list can run to 24 pages of A4. This makes the review of responsibilities difficult. Audit noted that approximately 14 staff (approximately 34% of users) have a list of responsibilities akin to full system access.
 - c. There are 2 generic user accounts (Test and PTC); Test is used by the software supplier when they need to access the system, whilst PTC is used to run scheduled system jobs. There is no exception reporting of the activities of these accounts.
- I.2. The Council Tax charges for the 2012/13 financial year were found to have been approved and set by the Council within the statutory deadlines
- I.3. The billing parameters for the year were reviewed and all were noted to have been input into the IT system correctly. These items were noted as reviewed by the Client Officer prior to the annual bills being despatched to the taxpayers

Discounts and Exemptions

- I.4. Hart billed 36.6k properties during 2012/13 and discounts were given to 34% (or 12.4k) of these properties. The most significant number of discounts were allocated against the single person discount category (10.7k accounts). Audit noted that Capita had performed a review of these accounts during the year, ensuring that tax payers actively confirmed the discount was still relevant. If no response was received, the discount was removed from the account

A sample of 20 discounts tested identified the following:

- a. No back up to substantiate the discount given in 2 cases
 - b. An incorrect discount code was allocated against a customer account. Following audit's review the discount has been amended and a letter sent to the customer
- I.5. A sample of 20 properties which were in receipt of an exemption were reviewed and all accounts were found to have been appropriately designated. The test proved that 19 out of the 20 items had been recently reviewed and evidence was found to support the continuing basis of the exemption. Whilst the final item in the sample had a system note confirming that circumstances had not changed during the year, no backup documentation was available to support this fact.
- I.6 A review of 10 accounts in receipt of a disablement reduction was completed. Each item had been accurately calculated and nine out of ten items had an appropriate annual review. There was no evidence of an annual review for one of the accounts. Further investigation revealed that circumstances had indeed changed and the disablement reduction was no longer relevant. Additionally, audit noted that the account holder had become eligible for full council tax relief (which is funded by central government). There is no impact on the amount paid by the taxpayer however Hart have funded the discount rather than the relief being paid out of Central Government funds.

Risks				
<ul style="list-style-type: none"> • Incorrect discount given • Hart incorrectly subsidising centrally supported discounts 				
Recommendation	Risk Category	Officer Comments	Responsible Officer	Target Date
1. Ownership, definition of roles and exception reporting within the IBS computer system to be determined and set up	Medium	Agreed	Head of Finance/ Revenues and Benefits Manager (Capita)	March 2014
2. Ensure full backup is available for the annual check of eligibility for discounts	Medium	Agreed	Revenues and Benefits Manager (Capita)	(in place for 2013/14 financial year)
3. Ensure discounts are attributed to the relevant category	Low	Agreed	Revenues and Benefits Manager (Capita)	(in place for 2013/14 financial year)

2. Control Objective

That the Council Tax database is accurate and complete

- 2.1. Hart use the Council Tax database system, IBS, to record and bill properties each year. Each property within the District is allocated a unique reference number which is used to ensure the completeness of billing. The number and banding of properties on this billing system is regularly reconciled to the property list held by the Valuation Office
- 2.2. At the time of the Audit, there was a backlog in the time taken to process changes in the property database of up to 2 months. In addition, there appeared to be discrepancies in some of the dates of changes to the property database, including inconsistency between completion notices and actual dates of occupation/ completion. Some properties were found to have been put into the database, removed then re-input with different dates. Contrary to legislation, the completion date on one property within the sample had been backdated. The audit trail behind some of these transactions was found to be limited
- 2.3 As part of the annual billing process a reconciliation of the number of properties on the database against the number of bills sent out was completed. This reconciliation was prepared by Capita Revenues and Benefits and signed off by the Hart Client Officer. The reconciliation adequately tied the number of properties on the billing system to those billed at the time of the annual bill run.

Risks				
<ul style="list-style-type: none"> • Properties not placed on the database at the appropriate time • Staff were not easily able to explain items on the annual billing reconciliation 				
Recommendation	Risk Category	Management Response	Officer Responsible	Action Date
3. Properties to be input to the property database on a timely basis, with accurate dates	Medium	Agreed	Revenues and Benefits Manager (Capita)	(in place for 2013/14 financial year)
4. Explanation of items on the billing reconciliation to be readily available	Medium	Agreed	Revenues and Benefits Manager (Capita)/ Hart Client Officer	Complete

3. Control Objective

That payments received are posted to the correct charge payers account in a timely manner

- 3.1. Audit reviewed a sample of 20 items posted through the cash office and noted that 19 out of 20 items had been posted to the correct customer account on a timely basis. The final item in the sample had taken over a month to post to the correct account. Discussion indicated that there had been an issue with a couple of batches posted at the start of the financial year, resulting in a delay in the time taken for the payments to

appear on the customer account. Audit did not find any evidence of the issue being reported to management, and recommend that cash should be posted onto customer accounts promptly and that any delays in postings are reported to management.

- 3.2. The council tax suspense account was reviewed as at 18th December 2012 and Audit confirmed the balance on the account to be zero. All items had been posted out of suspense on a timely basis.
- 3.3. Audit reviewed the refunds made to customers for the month of November 2012 when a total of 460 refunds were made with a value of £106k. The total value of these items was reconciled back to the General Ledger.
- 3.4. A sample of 20 refunds made during the year was agreed back to the signed supporting documentation, all items were properly authorised.
- 3.5. A review of a sample of 10 credit balances was made to ensure amounts were regularly cleared. It was noted that 6 items had not been actively refunded to the taxpayer. Following Audit's review, the items have now been repaid to the taxpayer.

Risks				
<ul style="list-style-type: none"> • Cash not posted to customer account on a timely basis 				
Recommendation	Risk Category	Management Response	Officer Responsible	Action Date
5. That all batches are monitored and cash is posted on a timely basis	Medium	Agreed	Head of Revenues and Benefits (Capita)	Complete
6. The impact of the timing of refunds on direct debit runs to be reviewed	Low	There is a procedure in place and errors are picked up during the checking process	Head of Revenues and Benefits (Capita)	Complete
7. Credit balances to be actively reviewed and regular refunds made to the taxpayer	Low	A review program is already in place	Head of Revenues and Benefits (Capita)	Complete

4. Control Objective

That Income Collected has been Correctly Accounted for on the General Ledger

- 4.1. Audit reviewed the reconciliation of Council Tax receipts between the IBS (revenue) system and the general ledger and noted that there were no reconciling items. Although the reconciliation had been completed on a regular basis Audit were unable to find any evidence that the reconciliation had been reviewed

- 4.2. Audit were unable to obtain a reconciliation of Council Tax refunds. It is noted that the responsibility for this has now been given to the Financial Accountant
- 4.3. Audit confirmed that a random sample of 20 days Council Tax income reconciled to the general ledger on a timely basis

Risks				
<ul style="list-style-type: none"> Reconciling items not identified and posted on a timely basis 				
Recommendation	Risk	Management Response	Responsible Officer	Action Date
8. Ensure reconciliations are performed and reviewed by a senior officer on a regular basis	Medium	Reconciliations to year end are now almost complete. These will be reconciled on a monthly basis in future.	Finance Manager (Capita)	May 2013

**5. Control Objective
That Effective Recovery Action Has Been Taken**

- 5.1. In recent years, a robust strategy for the recovery of debts across the Council has been lacking. In December 2012, a new debt policy document was agreed by Cabinet which now forms a good structure for debt management going forward. It is anticipated that this policy will be supplemented by further, detailed debt guidance in due course. Audit recommend that this future guidance includes a clear indication of the priority that debts should be cleared in the case of multiple years being outstanding
- 5.2. Audit noted that the recovery action of each account in the sample of 20 was made in accordance with the current process, however, this can mean a substantial period of time elapses prior to Court action being taken for non- payment. The new debt strategy (noted above) will be effective from April 2013 and will reduce the time period before action for non payment will be taken. This should have a significant effect on the level of outstanding debt in future years.
- 5.3. During the course of the audit, a significant number of cash transfers were noted between different years in a customer’s accounts. These items were often poorly annotated and it was difficult to find an appropriate audit trail for some of the transactions. It is recommended that detailed notes are made to substantial adjustments to these accounts.
- 5.4. Staff in the Revenue department are given the discretion to set up a special arrangement for customers who are having difficulty in paying. Even if the tax payer has defaulted on a previous arrangement, staff are able to set up a new arrangement, as long as the tax payer agrees to pay an instalment on the phone that day. There is currently no guidance as to the number of arrangements that can be set up. Audit noted a that the set up of a special arrangement can significantly delay further debt recovery action and it would appear that some taxpayers are aware of this and use the facility to their advantage. It is

recommended that further guidance on the set up of special arrangements is given to ensure appropriate support is given to the taxpayers who need it but allows further action to be taken against those taxpayers who have no wish to pay

- 5.5. One account within the sample tested, which had a number of year's debt still outstanding had notes indicating that an attachment of earnings order should be sought, however this action had not been completed. It is recommended that such items be forwarded to a work queue for action and follow up
- 5.6. All staff have the ability to restrict the recovery action taken on an account but on a monthly basis the Revenues Team Leader or Manager will review all inhibited accounts to ensure they are for a reasonable period of time. A sample of 10 inhibited accounts was reviewed and the following noted:
- a. Accounts which have been sent for tracing are by their nature time consuming, Capita have recently reviewed this procedure and have entered into a new contract with Experian to facilitate the process. Regular checks will be performed at 3 and 6 months to confirm whether any forwarding addresses have been revealed
 - b. Although inhibited, one account reviewed is regularly receiving payments each month. Audit recommend that this account is better managed using a special arrangement (this recommendation has now been implemented)
- 5.7. A review of 10 debts that have been written off during the year was made. All items were adequately documented and signed off and each one was clearly noted and listed on the taxpayer's account.

Risks				
<ul style="list-style-type: none"> • Recovery action insufficient or not timely 				
Recommendation	Risk	Management Response	Responsible Officer	Action Date
9. Further guidance on debt recovery to be documented	Medium	This will be ready for the new recovery processes	Revenues and Benefits Manager (Capita)	Sept 2013
10. The audit trail behind cash transfers to be annotated fully	Medium	Agreed	Revenues and Benefits Manager (Capita)	Complete
11. Work flow to be adequately followed up to ensure no actions are overlooked e.g. request for attachment of earnings to be made	Low	Agreed	Revenues and Benefits Manager (Capita)	Complete

6. Control Objective
That there is adequate Management review of the function

- 6.1. The Head of Revenues and Benefits (Capita) produces a monthly performance report on the service that is distributed to key personnel within Hart. The report illustrates the current performance being achieved against targets. Audit note that the target for the collection of current year's Council Tax (98%) in the report does not reconcile with the rate used in the annual budget setting process (98.5%). Discussion highlighted that the original target set by Hart in 2009/10 of 98% has not been officially amended in line with budget expectations.
- 6.2. It is noted that the target rate for the collection of prior year's debt, noted in the report as 45% has been formally reduced from the original target set in 2009 of 60%. The current performance against this target is 25%.
- 6.3. There is no discussion in the performance report of the likelihood of achieving these performance targets. Audit consider the likelihood of achieving the prior year collection target to be remote.
- 6.4. It is also noted that currently there is no monthly service improvement meeting similar to that used for the Finance Service takes place to discuss the performance of the Revenue team. A monthly meeting to discuss performance and any issues arising would be a useful addition to the management of the function

Risks				
<ul style="list-style-type: none"> Issues may not be formally escalated through to Management 				
Recommendation	Risk	Management Response	Responsible Officer	Action Date
12. A formal annual target setting process to be established, ensuring targets are in line with budget expectations	Medium	Agreed	Corporate Director - PH	Sept 2013
13. A regular formal Service Improvement Group meeting to be held	Medium	Meeting to take place every 2 months	Revenues and Benefits Manager (Capita)/ Hart Client Officer	Complete

7. Control Objective
That the business continuity of the function has been sufficiently considered

- 7.1. Currently there is no documented business continuity plan for the Council Tax area. Discussions are currently underway to produce business continuity plans across the entire council and the Revenue area will participate in this project

Risks				
<ul style="list-style-type: none"> Lack of plans for business continuity 				
Recommendation	Risk	Management Response	Responsible Officer	Action Date
14. Produce a robust business continuity plan in accordance with Council guidance	Medium	This forms part of the Council's overall continuity plans	Revenues and Benefits Manager (Capita)	March 2014

8. Other Items

- 8.1. During the Audit it became apparent that there was an issue surrounding the ability to perform the annual billing routine for 2013/14, due to the age of the IT platform. The issue had been flagged in the monthly management report and now appears on the Finance Risk Register.
- 8.2. The interim solution for this issue was to rent a server which was configured for Hart's use. Hart need to put in place a long term plan which will ensure the Revenues and Benefits IT needs are fully understood and satisfied.

Recommendation	Risk	Management Response	Responsible Officer	Action Date
15. Long term solution for Revenues and Benefits IT issues to be established	Medium	Agreed.	Corporate Director - PH	Dec 2013

AREA OF REVIEW	DEBTORS
CONCLUSIONS	
<p>In general the internal control framework for Sundry Debt is operating as expected. It was noted that a significant amount of housekeeping work has been carried out during the year and that debt that was considered to be uncollectable, some of which was several years old has now been written off. This does now mean that the council is working with a much lower value of debt most of which remains collectable.</p> <p>A new debt policy has now been agreed and further guidance on the management of outstanding debt is planned to be issued during 2013/14.</p>	
OVERALL AUDIT OPINION	Adequate

I. Control Objective I

That the general control environment is robust

- I.1. A new debt policy has recently been approved by Cabinet which sets the high level strategy for the collection of debt. It is anticipated that further more detailed guidance will be drafted in due course which will supplement this policy.

- I.2 Reliance was placed on the audit work performed in the creditor review to form an opinion on the IT system access within the Cedar financial system. During the time of review there was good segregation of duties within the system and with the exception of one recommendation all financial limits were noted as satisfactory. There were a small number of former employees still with access to the system. These were removed and it was recommended that an effective monitoring process was established both to review systems access and the authorisation matrix.

Risks				
<ul style="list-style-type: none"> • Lack of guidance on debt 				
Recommendation	Risk Category	Officer Comments	Responsible Officer	Target Date
1. That detailed debt guidance is issued to supplement the debt policy	Low	Agreed	Head of Finance	June 2013
2. (As per creditor review) That an effective monitoring process is established to review systems access and the authorisation matrix	Medium	(Capita) has agreed to remind systems admin of their responsibilities and report back. <i>N.B. Audit recognise the importance of Capita's role however Hart's overall risk will remain</i>	Head of Finance	June 2013

2. Control Objective 2

That invoices are raised promptly, with adequate supporting documentation and taking account of the relevant VAT legislation

- 2.1. A sample of 20 invoices was selected and all items were noted as having been raised promptly and accurately. Charges were agreed back to the scale of fees and charges, where applicable. One invoice within the sample did not have a description of the goods or service supplied on the face of it, although it had been paid promptly. It was also noted that not all departments put the name of the individual to contact in case of a query on the face of the invoice. It is recommended that users are reminded to put this information on the invoice in case of a query.
- 2.2. A further sample of 20 invoices was taken and reviewed for backup information, accuracy of cost and income codes and speed of processing. All invoices were raised accurately and promptly and generally the codes used were reasonable. The backup information for one leisure invoice was insufficient. Discussion with Leisure Staff highlighted that this area is currently under review.
- 2.3. Audit queried the VAT treatment in 3 out of the 20 invoices in the sample. As noted in prior years, VAT is a complex area which general staff are not usually expert in. It is recommended that Finance review invoices to ensure the VAT treatment is correct.
- 2.4. The review of credit notes raised during the period revealed there had been an issue with the original value of two invoices for one particular supplier. Replacement invoices were raised showing a significant reduction in value. It is essential that checks are in place to ensure all invoices are correctly raised with adequate supporting documentation.

Risks				
• Inaccurate invoicing				
Recommendation	Risk Category	Management Response	Officer Responsible	Action Date
3. All invoices to have sufficient information with regard to the goods or service provided in addition to a contact name and number in case of query	Low	This will be combined with the additional debtor guidance recommendation (number 1) and notified to staff	Head of Finance	June 2013
4. Finance to review the VAT element of invoices	Medium	Capita will carry out sample checks on invoices before each VAT return is submitted	Head of Finance	May 2013

3. Control Objective 3
That Payments are Posted to the Correct Account in a Timely Manner

- 3.1. A sample of 20 bankings made during the year were reviewed to ensure they had been posted on a timely basis to the correct debtor account. All items had been posted to the correct account on the same day as having been received.
- 3.2. This review did highlight that there are a number of duplicate customer accounts on the debtor database. It is recommended that customer accounts are reviewed and any duplicates eliminated.
- 3.3. The debtor suspense accounts were reviewed and were found to have a zero balance. Both accounts under review had been regularly reconciled by the Capita Finance.

Risks				
<ul style="list-style-type: none"> • Duplicate customer accounts • Payments not posted promptly 				
Recommendation	Risk Category	Management Response	Officer Responsible	Action Date
5. A review of the customer accounts to be performed to eliminate duplicates	Low	Capita to be asked to complete this housekeeping	Head of Finance	June 2013

Control Objective 4
That the debtors reconciliation is completed in a timely manner

- 4.1. Audit reviewed the reconciliation of the debtor control account for the month of February 2013. The reconciliation was noted to have been prepared on a timely basis and was satisfactorily balanced back to the aged debt listing. Although it was noted that there had been no independent review of reconciliations since December 2012.

Risks				
<ul style="list-style-type: none"> • Reconciliation not reviewed 				
Recommendation	Risk	Management Response	Responsible Officer	Action Date
6. That the reconciliation is reviewed by an independent person on a regular and timely basis	Low	Reconciliations will be annotated to include the reviewer's initials and the date of review.	Capita Finance	June 2013

Control Objective 5
That debt recovery is effectively managed

5.1. As at the end of Feb 2013, the debt analysis is as follows:

	Total £k	Rent Deposit £k	Other £k
0- 90 days overdue	145	40	105
91-365 days overdue	50	48	2
366+	70	68	2
Total	<u>265</u>	<u>156</u>	<u>109</u>

5.2. There has been substantial work performed over the last year to clean up the sundry debt situation. As noted above, once the rent deposits are eliminated, there is now very little long term outstanding debt.

5.3. It is also noted that £79k of the £105k in the 0- 90 days overdue column above relates to two invoices.

5.4. A new debt policy has been established and agreed by Cabinet in December 2012. This new policy provides better overall guidance on the management of Hart's debt.

5.5. Audit reviewed a sample of 10 overdue items and ensured that reminders had been issued at the appropriate time and that effective action had been taken to recover the debt. Two items were noted as being outside of the process:

5.5.1. A reminder had not been issued for an invoice as the customer account was in a credit balance position. It is recommended that invoice payment reminders are sent on all invoices outstanding, regardless of the overall position of the account.

5.5.2. A building control invoice did not have an automatic reminder sent to the customer. This account was under a separate special arrangement to pay and Audit note that the customer is paying in accordance with that agreement.

5.6. A review of the aged debtor listing illustrated some accounts to be in a credit balance position. Additionally, there is a line on the report termed 'unallocated' which is also in a credit balance position of £3k. It is recommended that all credit balances are investigated and remedial action taken to remove them.

5.7. It became evident during Audit's review of disputed items that this facility is currently not utilised fully. Items listed on the report were long outstanding and no specific review was found to have been performed on them. It is recommended that disputed items are reviewed on a regular basis.

5.8. A review of the bad debt provision for 2012 was made, the provision made has been calculated using good practice and is considered to be prudent.

Risks				
<ul style="list-style-type: none"> • Old disputed items need to be investigated and cleared 				
Recommendation	Risk	Management Response	Responsible Officer	Action Date
7. Reminders to pay are sent for all outstanding invoices, regardless of whether the account is in a credit balance position	Low	Credit balances will be reviewed as part of future ongoing aged debt reviews and appropriate action considered.	Capita Finance	June 2013
8. Credit balances and disputed items be investigated and action taken to clear them	Low	Credit balances will be reviewed as part of future ongoing aged debt reviews and appropriate action considered.	Head of Finance/ Capita Finance	May 2013

Control Objective 6

That Amounts Written off Have Sufficient Supporting Documentation and are Appropriately Authorised

- 6.1. A total of £41k of write off's were made during the period 1 April 2012 to 31 January 2013. The majority of these items stem from a data cleanse activity that was performed in August to clear old, uncollectable debts off the ledger.
- 6.2. A review of 10 write off's was performed and Audit noted that all had been appropriately authorised and each debt was aged. It was noted that the reason for the write off of one invoice in December 2012 had not been documented on the information held by the Accounts department. It is recommended that details on the reason for the write off be clearly shown either on the system or written on the face of the write off sheet prior to the approver authorising it.
- 6.3. During the year 52 credit notes were raised to clear invoices which had been incorrectly produced. Audit reviewed 5 credit notes to ensure they had been approved in accordance with policy. One item out of the sample was noted as not having been approved in accordance with the financial limits, this occurred in May 2012, when a cost centre manager approved the credit even though it was above their limit.

- 6.4. Audit note during the year that the process relating to credit notes changed and latterly all credits were reviewed and are now approved both by Capita Finance and the Head of Finance prior to their creation. This process has allowed a review of the reasons for the credit notes to be made and appropriate training to be given to users.

Risks				
<ul style="list-style-type: none"> Lack of supporting information 				
Recommendation	Risk	Management Response	Responsible Officer	Action Date
9. Reason for write off's to be clearly shown either on the system or written on the face of the write off schedule	Low	Agreed	Head of Finance	June 2013

Control Objective 7

That there is adequate management oversight of the function

- 7.1 The aged debt listing is sent by Finance each month to the Heads of Service for review. It is anticipated that the information will then be sent on to the staff who are responsible for managing the debt process. This does not consistently occur across each area of the Council.
- 7.2 The information produced is of good quality and readers can clearly see the movement in debt on a rolling basis over the last 12 months. Currently no information is available within this report on write off's. Audit believe it would be advantageous if the level of write off were also shown within the report.

Risks				
<ul style="list-style-type: none"> Management information not available 				
Recommendation	Risk	Management Response	Responsible Officer	Action Date
10. Included write off's within the information sent to Managers	Low	Write offs will be reviewed as part of future ongoing aged debt reviews and appropriate action considered.	Capita Finance	May 2013

AUDIT COMMITTEE

DATE OF MEETING: 25TH JUNE 2013

TITLE OF REPORT: STRATEGIC AND OPERATIONAL RISK REGISTERS UPDATE (JUNE 2013)

Report of: Internal Audit Manager

Cabinet Member: Councillor Ken Crookes, Leader

1. PURPOSE OF REPORT

- 1.1 To update the Committee on the content of the Council's Strategic and Operational Risk Registers.

2. OFFICER RECOMMENDATION

That the report be noted.

3. BACKGROUND

- 3.1 As part of the council's governance arrangements the committee should be informed on the content of Strategic and Operational Risk Registers and what measures are in place to mitigate risks identified..
- 3.2 This report should provide an update on the content of the Strategic Risk Register and Operational Risks that have been assessed as being either red or high amber. However until the content of the Corporate Plan is agreed an assessment of strategic risks cannot be provided as they should be aligned with the objectives of that Plan. This means that only operational risks are included in this report.
- 3.3 It is noted that discussions are taking place between Political Group Leaders and the Chief Executive on a way forward for the Corporate Plan. However, the lack of an agreed plan becomes a risk in itself, as it is a key part of The Council's Governance Framework. This does mean that as part of the Annual Governance Statement for 2012/13 which is a statutory part of the council's Statements of Accounts the absence of a Corporate Plan is likely to be reported on.
- 3.4 A summary of the current operational risks are shown below:

Operational Risks				
Number of Risks	Quarter 2 2012/13	Quarter 3 2012/13	Quarter 4 2012/13	Quarter 1 2013/14
Alert Status	Red: 0% Amber: 40% Green: 60%	Red: 0% Amber: 37% Green: 63%	Red: 0% Amber: 37% Green: 63%	Red: 0% Amber: 38% Green: 62%

- 3.5 Further detail on those risks that are categorised as being assessed as red or high amber is shown in Appendix I.

4. FINANCIAL IMPLICATIONS

There are no financial implications that arise directly from this report.

5. MANAGEMENT OF RISK

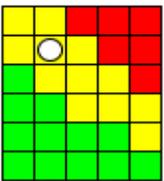
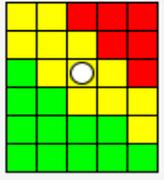
The risk implications are clearly stated in Appendix I.

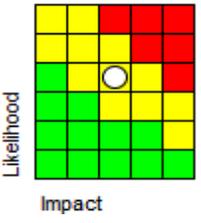
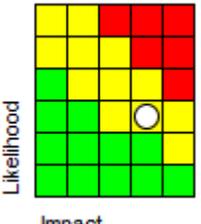
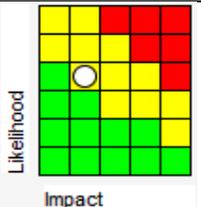
Contact Details: Neil Carpenter, x 4140, neil.carpenter@hart.gov.uk

APPENDICES

Appendix I Summary of High Amber Operational Risks June 2013

Operational Risks (Red or High Amber only) June 2013

Risk	Potential Effect	Next Review Date	Internal Controls/ Mitigation	Alert Level	Movement
<p>Interruptions to IT Systems</p> <p>Latest Assessment The council is moving more of its corporate systems off site. This improves stability as software will sit on new servers which will be more reliable than those that were previously used. However until the process is complete the risk remains at the same level. It should be noted that corporate systems using servers that are on site are for Revenues and Benefits (IBS) and Payroll (Trent).</p>	<p>Loss of IT systems</p>	<p>September 2013</p>	<ul style="list-style-type: none"> • Uninterruptible power supply in place • Regular backups • Offsite storage for backups • Disaster Recovery Arrangements in place • Successful testing of disaster Recovery for IBS and Payroll has been carried out. • A number of corporate systems are now managed off site using new servers. These include Planning, Health, Finance and Leisure systems. • IT Working Party considering report on IT Infrastructure. Proposal to go to Cabinet in July 2013. 	 <p>Likelihood</p> <p>Impact</p>	<p>_____</p>
<p>Unable to achieve compliance to Public Service Network (PSN) requirements.</p> <p>Latest Assessment The Council has recently failed a PSN Assessment. There will be a follow up assessment in July 2013.</p>	<p>Unable to retain a secure connection to other public sector agencies.</p>	<p>September 2013</p>	<ul style="list-style-type: none"> • IT Working Group is to forward proposals on the IT infrastructure to Cabinet in July 2013. 	 <p>Likelihood</p> <p>Impact</p>	<p>New Risk</p>

<p>Closure of one of the gypsy sites in Hart due to lease running out.</p> <p>Latest Assessment County Estates are in negotiations with the land owners of the site regarding the lease.</p>	<p>One gypsy site will close without suitable alternative provision be made.</p>	<p>September 2013</p>	<ul style="list-style-type: none"> • Legal assessment of lease requested • Assessment of lease has now been carried out by Legal Services • Awaiting assessment of lease by HCC 		<hr/>
<p>Failure of pool plant equipment, due to age and availability of replacement parts.</p> <p>Latest Assessment Closure of the pool would have a significant impact on income. A mitigation strategy for the closure of HLC resulting from issues with its infrastructure has been put in place by the Head of Leisure.</p>	<p>Reduction in income and impact on budget.</p>	<p>September 2013</p>	<ul style="list-style-type: none"> • Regular testing of plant • Mitigation Strategy has been developed by the Head of Leisure. 		<hr/>
<p>Payment Card Industry Compliance</p> <p>Latest Assessment No change. The current arrangements for managing credit card data are not fully compliant with the requirements of Payment Card Industry Standards relating to the security of data. Leisure Transactions are now considered to be compliant.</p>	<p>Withdrawal of credit card payments facilities and potential financial penalties. Customers unable to make payments by credit card.</p>	<p>September 2013</p>	<ul style="list-style-type: none"> • Implementation of a new Income Management System will resolve the PCI issue. This has now been agreed by Cabinet and a target date for go live of the new system is August 2013. 		<hr/>

AUDIT COMMITTEE

Date and Time: Tuesday, 25 June 2013 at 7pm

Place: Committee Room 1, Civic Offices, Fleet

Present:

COUNCILLORS

Neighbour (Chairman)

Lit, Simmons

In attendance:

Officers:

Geoff Bonner Chief Executive

Neil Carpenter Audit Manager

Auditors:

Malcolm Haines Ernst and Young

1 ELECTION OF VICE CHAIRMAN

Subject to his acceptance of the position, Councillor Barrell was elected Vice Chairman of the Committee

2 MINUTES OF THE PREVIOUS MEETING

It was agreed that Minute 29 should be amended to read "that the Monitoring Officer informed Councillor Collett that there should be no conflict of interest with him being a Board Member of the Audit Commission".

With that correction, the Minutes were confirmed as a correct record.

3 APOLOGIES FOR ABSENCE

Apologies received from Councillors Axaam, Collett and Barrell

4 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Paddy Manning from Courtmoor School, who attended the meeting as part of his work experience with the council.

5 DECLARATIONS OF INTEREST

None declared.

6 EXTERNAL AUDIT FEE 2013/14

A letter from Ernst & Young had been circulated, explaining how the Annual External Audit Fee for 2013/14 had been calculated.

The total cost was £90,308. Members were asked to note the key assumptions that had been made in preparing the estimated fee, as set out in the letter.

RESOLVED

That the report be noted.

7 INTERNAL AUDIT PROGRESS REPORT – Q1 APRIL 2013 – JUNE 2013.

The Committee were advised of work completed by Internal Audit between April 2013 and June 2013. The following action points were raised:

- That further detail be provided in future progress reports explaining which internal audit recommendations remained outstanding

Housing Benefits

- That a summary of roles and responsibilities regarding checking housing Benefit Claims be provided. (email response to be provided)
- That both the Service Board for Corporate Services and the Service Improvement Group for Finance and Revenues and Benefits be asked to monitor the accuracy of Housing Benefit Claims that are processed to ensure the mitigation plan put in place to reduce the level of errors is working as expected. (email response to be provided)

Council Tax

- That Capita be asked to provide the current position on the time taken to update property amendments relating to Council Tax. (email response to be provided)
- That Capita be asked to provide further detail of the arrangements in place to ensure transactions such as processing attachments of earnings for council tax deductions are processed in a timely manner. (email response to be provided)

Debtors

- Members requested an update on whether two accounts totalling £79K that were between 0 – 90 days old had been paid. (email response to be provided)

RESOLVED

That the work completed Internal Audit between April 2013 and June 2013 be noted.

8 STRATEGIC AND OPERATIONAL RISK REGISTERS UPDATE (JUNE 2013)

The Committee were updated on the contents of the Council's Strategic and Operational Risk Registers.

The Committee asked to be provided with a summary of how Service Boards consider risk management issues.

RESOLVED

That the report be noted.

Meeting closed at 8:15