

High Importance Recommendations – Position as of 14th June 2024

| <u>Audit Title (Owner)</u> | <u>Summary of Finding(s) and Recommendation(s)</u> | <u>Management Response</u> | <u>Action Date (by end of)</u> | <u>Confirmed Implemented</u> |
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| Reported July 2024 | | | | |
| Contract Management (Head of Service Housing) | <p>One High Importance recommendation was made: There should be a review of contracts where there are repeated extensions and waivers, to identify the root cause and where appropriate provide training and support to operational managers.</p> | <p>Management provided Internal audit with supporting information to highlight the immediate steps that are being taken to address the recommendation, which includes:</p> <ul style="list-style-type: none"> • Training to Technical Managers and Senior Technicians, which included the correct use of forms, this has been filtered down to the Contract Administrators. Additional training is planned in the year. • To ensure procurement is completed in a timely manner, all Contract Administrators and their line Managers are instructed to diarise key dates i.e., 12 months prior to contract end date. <p>Management have agreed that a Dashboard is to be created utilising Housing’s Management system, which will allow close monitoring of key contract information and this information will be visible to Heads of Service and Contract Administrators. Work has started on the Dashboard, but there have been delays due to the Cyber incident, the planned implementation date is now October 24.</p> | June 2024 Extend to October 24 | |

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| <p>Catherine Infant School (Head Teacher)</p> | <p>A number of recommendations were made in this school report which overall, resulted in a partial assurance. Some of the key areas where recommendations were made included governance, financial planning, purchasing, income, banking, payroll and data security.</p> | <p>The school has responded positively and taken steps to promptly implement the recommendations made in the report. Supporting evidence provided by the school has also been reviewed by Internal Audit to confirm implementation of the recommendations.</p> | <p>Feb 24</p> | <p>Yes</p> |
| <p>Fleet Services Invoice Payments (Corporate Payments Manager)</p> | <p>One High Importance recommendation was made: Corporate procedures should be tightened to ensure existing controls cannot be circumvented and invoice payments are made accurately, timely and only once.</p> | <p>Management have reported that Business Service Centre staff can no longer raise or open orders over £5k in value, these all have to be referred through to accountancy. Whilst this still allows staff some flexibility, £5k is in-line with their current spending controls for high value items. Internal Audit has confirmed this change in limit has been actioned. Also, management will be introducing exception reporting to identify any changes to the invoice numbers and will be undertaking some sample checks to confirm validity.</p> | <p>June 24 Extend to Sep 24</p> | |
| <p>Dovelands Primary School</p> | <p>The school received a number of high and medium priority recommendations which has resulted in a little or no assurance. This was an audit that was requested by the newly appointed Headteacher, who recognised that there was a need to improve the control environment and create a baseline for the school to move forward.</p> | <p>The school has responded positively to recommendations made in the report and has confirmed that the school is working towards putting the measures in place that were highlighted on the audit report. Its reported many of the actions required to implement the recommendations are already in place although some target dates have had to be extended. Internal Audit will undertake a follow-up audit to confirm implementation of the recommendations.</p> | <p>Sept 24</p> | |

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| Reported March 2024 | | | | |
| Spinney Hill Primary School | <p>One High Importance recommendation was made.</p> <p>The school should ensure forecast positions provided to the Governors and the Council's Schools Finance team provide more accurate positions particularly as they approach the year end. This will also assist Governors make decisions based on more realistic budget position of the school.</p> | <p>The School and Governors have been working to improve forecast and budget performance. The January 2024 forecast and the final outturn position (re: 2023-24) submitted to the Council's School Finance Team have been reviewed by Internal Audit, which showed that the forecast and out-turn positions were very closely aligned and highlights the significant improvements made to address and clear the recommendation.</p> | Feb 24 | Yes |
| Herrick Primary School (Head Teacher) | <p>Two High Importance recommendations were made:</p> <ol style="list-style-type: none"> 1. The governing body should work closely with the school and the Local Authority Schools Finance team to ensure the deficit position is closely monitored and improvements are made in line with the deficit budget plan (when in place). 2. The school along with the Local Authority should take immediate action to investigate the cause of the large overdraft position on the bank balance. Once resolved, the school should ensure a positive bank balance is maintained. | <p>The school continues to work closely with the school finance team to improve their overdraft and overall financial position. The school has been proactive in improving their deficit position and this is evident from information supplied by the school to Internal Audit. It's acknowledged by the school's finance team that the school is making progress, but to implement the plan and improve the school's financial position will take some time and suggested that the next review is done in 12 months time. Target date is extended to June 25; however, Internal Audit will continue to provide progress updates at future committees.</p> | <p>Feb 24 Jun 24 Sept 2024 Extend to June 2025</p> | |

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| Reported July 2023 | | | | |
| 2022-23 CCTV (Head of Standards & Development) | <p>Three High Importance recommendations were raised in this report:</p> <ol style="list-style-type: none"> 1. A decision needs to be made on how the standalone CCTV installations can be captured, and how these should be recorded and managed 2. Compliance reviews should be undertaken on the standalone CCTV installations. 3. Guidance should be developed for Business Risk Owners on the correct processes to follow when procuring a new CCTV system. | <ol style="list-style-type: none"> 1. Following meetings from the CCTV working group a decision has been made that the best method for a centralised asset register will be within the Leicester City Council Open Data platform; the central asset register will be a private dataset with restricted and limited access (only to specific LCC staff members). This will be updated annually by the Information Governance and Risk team. 2. An annual compliance survey has been created to ensure CCTV responsible officers are reminded of their duties for standalone systems (a copy of the survey has been obtained and reviewed by Internal Audit). The distribution of survey will be led by the Information Governance and Risk team. 3. A pre-procurement checklist for stand-alone CCTV Systems outside of the Corporate CCTV system has been created (a copy was obtained and reviewed by Internal Audit). This includes guidance and key actions which need to be considered and actioned before a standalone system is procured. | Dec 23 Jan 24 Extend to Mar 24 | <ol style="list-style-type: none"> 1. Yes 2. Yes 3. Yes |

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| Reported November 2022 | | | | |
| (2021-22) Direct Payments (Head of Locality East/SRCT and Care Navigators) | The audit highlighted weakness in the annual review process. One high importance recommendation was made: Annual reviews of the support plans should be undertaken to establish whether the needs of the person on Direct Payments had changed, and the Direct Payments remained appropriate. | A dashboard now allows ASC to see at a glance the outstanding overdue reviews by each service area and a risk matrix is being tested, to enable the prioritisation of DP reviews. Work is still ongoing with IT to amalgamate the dashboard with other data. Internal Audit will undertake testing once work is completed. | Jan 2023 Jun 2023 Dec 2023 Jan 2024 Jun 2024 Extend to Sept 24 | |
| Reported Sept 2022 | | | | |
| Key ICT Controls (2020-21) (Head of IT Operations) | The audit identified a number of weaknesses, three high importance recommendations were made in the report: <ol style="list-style-type: none"> 1. Adequate Disaster Recovery (DR) governance arrangements should be established. 2. A High-level Disaster Recovery Test Strategy should be developed with lower-level assessments being undertaken for individual DR tests as they are planned. 3. Resiliency testing of the network and key applications should be planned and undertaken as soon as possible. | Work on this area has been delayed due to the Cyber Incident and associated recovery process. Work on implementing this recommendation will commence in mid-June for completion by the end of August, providing no issues arise at the migration stage. | Dec 2022 April 2023 Nov 23 Jan 24 Mar 24 Extend to Aug 24 | <ol style="list-style-type: none"> 1. Yes 2. Yes 3. No |