

Internal Audit and Risk Management Service

Key Outcomes from Internal Audit Assignments (May 2022 – October 2022)

1 Introduction – Governance Framework

- 1.1 Internal Audit is an independent, objective assurance function designed to add value and improve an organisation's operations. Under the Public Sector Internal Audit Standards (PSIAS), Internal Audit is required to help an organisation accomplish its objectives by "bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes."
- 1.2 It is important that the Audit Committee receives regular updates on key findings and governance themes from Internal Audit's work. This is also emphasised in the PSIAS which require the Chief Internal Auditor to provide an annual opinion on the overall adequacy and effectiveness of the organisation's framework of governance, risk management and control and also to report on emerging issues in year.

2 Purpose of this Report

- 2.1 This report summarises the outcomes from Internal Audit reports which have been finalised, in consultation with management, and issued in the period from May 2022 October 2022. Information has been provided on the level of assurance for each audit (described below), the number of recommendations made (classified according to priority), areas of good practice identified, and main findings. The progress made / action taken by management in respect of key issues identified from each audit has also been included.
- 2.2 It is intended that by providing regular reports on key outcomes from Internal Audit's work, this will enable the Audit Committee to develop an ongoing awareness of the soundness of the framework of governance, risk management and control, in addition to receiving the Chief Internal Auditor's annual opinion on this matter each May.
- 2.3 In this report, details of eight audit assignments are presented. Five of the audit assignments received a 'significant assurance' opinion and three received a 'limited assurance' opinion. There were three 'high' priority recommendations made and no 'critical' priority recommendations. These reports are detailed in **Section 4** below.
- 2.4 It is too early to report on action taken for a number of recommendations as the target dates have not yet been reached. In these cases, recommendations will be followed up later in the year in accordance with Internal Audit's agreed processes. Where recommendations have been self-certified as implemented by management, evidence checking is undertaken by Internal Audit. Details of evidence checking undertaken during May to October 2022 is included at **Section 5** below.
- 2.5 In addition to performing internal audits of existing systems within the Authority and responding to queries on the operation of such systems, Internal Audit has a significant and increasing role in advising on new systems within the Authority. Whilst the time spent on such assurance work reduces the number of available audit days, it is considered an efficient use of Internal Audit's resource, in that assurance is obtained that effective controls are incorporated into new major systems from the outset. In turn, this minimises the risk of weaknesses in systems and strengthens the control environment.

- 2.6 Internal Audit has continued to be involved in the post payment assurance and counter fraud elements of the business grants, as well as having completed the certification of a number of other central government grant returns.
- 2.7 A summary of the programme assurance and grant certification work undertaken by Internal Audit in the period is included at **Section 6** of this report.
- 2.8 Internal Audit has also supported a number of special investigations and management requests. Key themes arising from this work will be included in Internal Audit's annual report.

3 Opinion Framework

3.1 A framework of opinion classifications is used in Internal Audit reporting. The framework applies an overall assurance judgement to each system audited, as defined below.

Level of Assurance	Description
Full Assurance	The system of internal control is designed to meet the organisation's objectives and controls are consistently applied in all the areas reviewed.
Significant Assurance	There is a generally sound system of control designed to meet the organisation's objectives. However, some weakness in the design or inconsistent application of controls put the achievement of particular objectives at risk in some of the areas reviewed.
Limited Assurance	Weaknesses in the design of, or regular non-compliance with, key controls put the achievement of the organisation's objectives at risk in some or all of the areas reviewed.
No Assurance	Significant weaknesses in the design of, or consistent non- compliance with, key controls could result (have resulted) in failure to achieve the organisation's objectives in the areas reviewed.

- 3.2 The opinions given to audits issued during this period are shown in **Section 4.**
- 3.3 In addition to the overall opinion given on every internal audit, individual recommendations within each report are classified as critical, high, medium or low priority. This prioritisation is designed to assist management in assessing the importance of each recommendation. The definitions of these priority classifications are set out in the following table:

Classification	Description
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Critical	Action that is considered critical to ensure the organisation is not exposed to unacceptable risk and the recommendation should be implemented immediately.
High	Action that is considered urgent to ensure the service area is not exposed to high risks and the recommendation should be implemented as a priority.
Medium	Action that is considered necessary to avoid exposure to considerable risks and the recommendation should be implemented within an appropriate time frame.
Low	Action that is considered desirable or best practice and would result in enhanced control or better value for money.

3.5 Prioritisation of Internal Audit recommendations is moderated through Internal Audit's quality control and file review processes.

IA/KM/CH November 2022

4 Main Outcomes – Audit Reports Issued during period May 2022 – October 2022

Audit Title	Audit Objec	ctives	Assurance Opinion		Recomm	endations	
				Critical	High	Medium	Low
1 Arrangements for Managing Delivery of The Council's Climate Change Action Plan	effectivenes to the Arrang	nd appraise the adequacy and s of controls established in relation gements for Managing Delivery of s Climate Change Action Plan.	Significant	0	0	5	3
Good Practice Highligh		Main Issues Identified and Priority	of Recommendations	Progress	Made/Acti	on Taken	
The County Council has Change Team in place in Analysts and support fro Communications. The Toto the Service Director: Change, Business Intelli Performance, the Climat Steering Group, the Clim (Members) Working Gro Communities and Place and Scrutiny Committee The Climate Change Act subject to ongoing review	ncluding two m eam reports Climate gence and e Change nate Change up and Overview	 Although the Response to Climate identified and assessed as a corp Change Acton Plan and its international dependencies have not been risk. The Council's emissions were rep 31st March 2021 and achieved a emissions. A number of errors we calculation. The recalculated emis resulting in the reduction in emiss below the 50% target (2 x Mediur). The emissions figures for the Council have not been reported di (Medium). Financial information was not inclu 2021 report to the Communities a Scrutiny Committee but was inclured to the Steering Group (Medium). 	orate risk the Climate al and external assessed (Medium). orted for the year to 50% target reduction in re identified in the sions were 3% higher, ions being slightly m). Inty and also the County irectly to Cabinet added in the October and Place Overview & ded in the March 2022	A program develope Change A on a quant The Project emissions County C Cabinet a be made Overview with propereduction information Medium page passes	mme risk reg d as part of Action plan a rterly basis. ect Manager s figures for ouncil will be and calculation clear and re and Scrutin osals for fur s and include on.	pister is to be a revised Cliand will be retained the County are reported to the ported to the committee ther emission in the financial ementation of the course due course	imate eviewed that the and the irectly to sions will e together n

	Audit Title	Audit Obje	ctives	Assurance Opinion		Recomm	endations	
				•	Critical	High	Medium	Low
2	ICT Incident, Problem and Change Management	and Change operating of recording of identifiable documented resolution of	the whether ICT Incident, Problem of Management procedures are offectively, including, reporting and of incidents and changes; clearly or roles and responsibilities; of procedures; investigation and of incidents; change management of and performance management.	Limited	0	0	8	16
God	od Practice Highlight	ed	Main Issues Identified and Priority Recommendations	/ of	Progress	Made/Actio	n Taken	
syst from allowissu una a go be uthe cha	County Council uses Service Desk softwar sem can be accessed in the corporate networks for reporting and mes during periods of novailability. The system and level of functionality at lised by the Council, capability of linking incompes, problem managet, FAQs and self-services.	e. The external rk which nonitoring of network n also has ty that can , such as cidents and ement, web	 There are no documented proced employees/service users for raising. Only one IS employee is responsing and administration of the Hornbill system (Medium). Documents used to support major date. Outage of an ICT server was incident documents could be proved. Hornbill is now used as an ICT sure Children's Services. All issues recovisible to all users with licenses in they are in (Medium). Change advisory board (CAB) mediate place for four months at the time of approvals managed via email (Medium). A review of implemented changes testing and rollback plans (Medium). There are no formalised problem processes and procedures in place. 	ng issues. (Medium). ble for management service management r incidents are out of s encountered but no ided (2 x Medium). pport system by corded in Hornbill are respective of the team settings had not taken of the audit, with edium). s identified inadequate m). management	Management medium reimplement. Document recording guidance. A knowled relation to the A new mand has. IS are inversely within Services. A follow up the Audit Fimplement.	ent has self- commendated: ntation has led incidents a e issued. edge transferothe service ajor incident been circular vestigating to Hornbill in the 'user accessory review will Plan 2023/24	be incorporal and evidend ommendation	five een I for and I out in ent system. In place oyees. I of the set nildren's

	Audit Title	Audit Objec	tives	Assurance Opinion		Recomm	endations	
		_		•	Critical	High	Medium	Low
3	Health & Wellbeing	framework p absence and compliance	compliance with the procedural ut in place to manage sickness to assess whether the level of present is sufficiently robust.	Significant	0	0	4	5
Goo	d Practice Highligh	itea	Main Issues Identified and Priority Recommendations	/ OI	Progress	Made/Actio	птакеп	
• A	he Health & Wellbein vas reviewed in 2022 f its original 2024 sch eview date. monthly Workforce vashboard showing s ervice area is product xecutive Team.	c, well ahead heduled Committee ickness by	 Incorrect sickness related inform recorded in Oracle and some side was not retained in line with the Policy (Medium). Reports produced by the Busine have not been utilised in full to in and/or processes (Medium). Further training and improved vertical for sickness recording are required. 	kness documentation requirements of the ss Intelligence Team approve sickness data erification processes	A revised have required documental HR have a issued to a details are this two mobe undertal E-Learning updated in Wellbeing as mandated Mandatory with manage The remain recommen	Health & We ments for the stion. dvised that all managers entered in tonths later a ken. I training is to line with reversity which ory training reports will pick that in the straining medium dation has replementation	ellbeing Policing estorage of communicating requesting of the system. It is not the system of the statutor ort regularly of up non communicating the system. It is not yet passed the system of the sy	y includes sickness ons will be correct following e data will ed and & rolled out ory and shared appliances.

	Audit Title	Audit Objectiv	ves	Assurance Opinion		Recomme	endations	
		-			Critical	High	Medium	Low
4	Schools' Local Account Administration Thematic Review	operation for lo functioning sat with Scheme for Authority guida management of	whether systems and procedures in local accounts and their control are satisfactorily and are in accordance for Financing Schools and Local dance. To provide an opinion to to on the effectiveness of the system of rol in place within a sample of schools.		0	0	3	2
Goo	d Practice Highligh		Main Issues Identified and Priority Recommendations	of of	Progress I	Made/Action	n Taken	
o b s u	Petailed Guidance Not peration of Local Acces and Grawn up by Cast hared with schools at pand when the schools dministering the acces	counts have shiers and are t account start ool staff	 A documented process for the ca of schools' local account control to (Medium). Requirements as set out within the Financing Schools and Local Authorises the sample of schools revinot adhered to (2 x Medium). 	otals is not in place e Scheme for hority Guidance	Internal Authree medican confirm In relation to schools' locate to been update. The Schem Account Guinternal Autonal	dit have evidum priority renthey have the calculated and re-ised a	denced checkecommendate been implementation and appropriate and a sumblementation and appropriate and a sumblementation a reviewed accounts had account had accounts had accounts had accounts had accounts had account had accounts had account had account had account had accounts had accounts had accounts had accounts had account had account ha	ced the ions and ented. broval of otes have Local of of a

	Audit Title Audit Objectives		/es	Assurance Opinion		Recomme	endations	
		_			Critical	High	Medium	Low
5	School Local Account - High School	Headteachers the administra	surance to the Authority and that controls in place in relation to tion of the School's Local Account d Financial Procedures are complied	Significant	0	0	6	1
Goo	d Practice Highligh	ited	Main Issues Identified and Priority Recommendations	of	Progress	Made/Acti	on Taken	
sign eacl elen	school has in place atories, with two requences. This provinent of business control of the signatories no	uired to sign des an tinuity should	 Key information is missing from the Procedures Manual in one area as contradicts the requirements set of Financing Schools (Medium). There was evidence of verbal ord which is not in adherence with the Procedures Manual (Medium). There is a lack of separation of domanager reconciling the local account authorised to raise orders, certify good received (Medium). The petty cash float is reimbursed sources (2 x Medium). Requirements in accordance with Regulations relating to purchases are not always followed (Medium). 	and in another the area but in the Scheme for ders being placed, e School Financial atties with the Office count, and being payments, and certify defrom school income a School Financial agreater than £10k	The Head Financial forwarded The remains	teacher has Procedures a revised c ining five mandations ha	s updated the Manual and copy to Interest edium we been cone Headteac	e School I nal Audit. firmed

	Audit Title	Audit Objectiv	/es	Assurance Opinion		Recomme	ndations	
		•		•	Critical	High	Medium	Low
6 Go	payroll system designed to prevent and /or detect fraud, irregularity or error, and to ensure that transactions are processed in accordance with Council Policy, Financial Regulations, Government Legislation and the requirements of external bodies such as HM Revenues and Customs. d Practice Highlighted Main Issues Identified and Priority of P	designed to prevent and /or detect ty or error, and to ensure that e processed in accordance with Financial Regulations, Government the requirements of external HM Revenues and Customs.		0 1 3 4 Progress Made/Action Taken				
The auto exa and (IT, Hou hav incluyea sho	re was evidence of interpretation in some areas in mation in some areas in mation in some areas in mation. Revenue areas and Transport) we most Authority empuded by the end of the r. The move to electrous to aid the payrol	ncreased s. For line overtime entral teams and Benefits, with an aim to cloyees e financial conic systems and additional	Recommendations A secondary quality assurance charging to the final submission is not resulted in an error in employee dundetected until after the payroll resulted. HR authorisation was not always the creation of new posts within the The employee termination checkling routinely used (Medium). Gross to Net and BACS Payment examined did not have a secondare evidencing review and approval of (Medium).	neck of the payroll flow in place. This leductions being run was finalised correctly recorded for the system (Medium). Its are not being Register Reports ary signature	The Final 2022. The Payro monthly conclude Payron being are availated have been ensuring a evidencing reports. The Finance advised not following a commence implement.	Report was Oll Manager hecklist has AYE checks finalised. Er ble for staff or reminded of a secondary g review and acial Transac ew posts will authorisation oll audit for 2 ed and evide tation of rec	issued in Johas advised been amer prior to the importo the importo signature diapproval confrom HR. 022/23 has ence to subsommendations	d the nded to payroll ecklists staff rtance of of ager eated

	Audit Title	Audit Objectiv	/es	Assurance Opinion		Recomme	ndations	
					Critical	High	Medium	Low
7	Communities Together Grant Payments	effectiveness of Together Gran whether a robu approval, payn to individuals a	appraise the adequacy and of controls in relation to Communities to Funding arrangements to ascertain ast system for the assessment, ment and monitoring of grant monies and organisations accessing the ogether initiatives for financial ace.	Significant	0	0	4	2
Goo	d Practice Highligh	ted	Main Issues Identified and Priority Recommendations	of of	Progress	Made/Action	on Taken	
over the o prop iden proc			rt (NETS) grants are edium). evidence to confirm	Managem financial pat risk and the Counce priorities. Additional transactio with regulation monthly part of yet part of the counce priorities.	Report was ent have ad provision has d is being ad cil's cost of li ly, an indepens is to be of ar reconciliaterformance riority recomposed their tation and wee.	lvised that Notes been identified and incommendation arget date for the surger of the	NETS tified as part of equalities apling of ogether rt of ent. s have	

	Audit Title	Audit Objectiv	/es	Assurance Opinion		Recomme	endations	
					Critical	High	Medium	Low
8	Planning Procedures		appraise the adequacy and of controls in Planning Procedures.	Limited	0	2	5	4
The appure all appure support trains	e processing of plant plications is carried of form system which had been been been been been been been bee	ning ut within the has a connected ystem in which ng to the hed. Uniform workflows and ent through a	 Main Issues Identified and Priorit Recommendations Officer and Signing-Off Officer chan aide-memoire rather than chee A number of applications which rand have the site visit date comple There are differences between the presented to the Strategic Planniand the Terms of Reference for the Constitution. An Officer Delegation of date. 2 x High). Uniform contains an audit log, he specifically regarding the determination of the obtained from the audit (2 x Medium). The review identified anomalies was a review of user access levels he undertaken. (Medium). 	necklists were used as cklists (Medium). equired a site visit did eted (Medium). ne Terms of Reference ng Committee meeting he Committee in the on Scheme is also out owever, information, ination of applications, addit log at the time of with system users and	The Final 2022. The service numbers of with lower This might issues high a revised recruitment improvement of during subject of managem. High and recomment their impless.	ce has expe of planning a numbers of the expected highted through structure ago not taking platent in perform ing the auditions modernt.	rienced increapplications fofficers in ped to impact ough the augreed and ice some rmance figured and this will onitoring by	eased coupled cost. on the dit. With res was Il be the

5 Evidence Checking and Progress with Implementation of Recommendations

- 5.1 For recommendations where a Significant Assurance option has been issued Internal Audit evidence check that medium, high and critical recommendations have been implemented, once self-certified as implemented by management. For audits where a Limited Assurance opinion has been provided a follow-up audit is included in the following year's Strategic Audit Plan and full implementation and embeddedness of recommendations will be evidence checked at the time of the follow up. In these cases, prior to the undertaking of follow-up reviews, managers will be required to self-certify that medium, high and critical recommendations have been implemented.
- 5.2 Internal Audit reports issued during the period May 2022 to October 2022 included 3 high priority, 38 medium priority and 37 low priority recommendations. There were no critical priority recommendations in the period under review. Of these recommendations issued, the 3 high priority recommendations and 16 of medium recommendations relate to limited assurance opinion audits for which follow ups will be included within the 2023/24 Audit Plan, and evidence checking of recommendations carried out at this time. Of the remaining 22 medium priority recommendations, 3 have passed their implementation target date and have been subject to evidence checking and can be confirmed as implemented. Ten recommendations have not reached their target dates and will be followed up in due course and reported to Audit Committee. In relation to the Local Account Administration at a High School, the Headteacher has provided evidence of implementation of one medium recommendation and confirmed the remaining five have been implemented. Revised target dates have been agreed due to the absence of a key officer within HR for the Health and Wellbeing audit, where three medium recommendations had reached their target dates.
- 5.3 Updates in relation to recommendations contained in Section 4 of this report are included within the summary of each audit at Section 4.

 Recommendations reported in previous Key Outcomes Reports as having not passed their implementation dates continue to be monitored and evidence checked in accordance with the process set out above, the results of which are set out below:

Audit	Issues Identified	Details of Evidence Check
Housing Management	Access to the system administrator profile 'All	Job roles have been amended, access for Information
System (Significant	Access' was in excess of the business need for	Services staff is now restricted to password reset /
Assurance)	Information Services staff.	account unlock functionality only.
School Local Account -	The school's Financial Procedures Manual' was	The Headteacher has confirmed that all 8 medium
Primary School (Limited	out of date. Orders for goods/services were not	priority recommendations have now been implemented.
Assurance)	always raised. There was a lack of separation of	Findings from a sample of schools' local accounts
	duties within the administration of the account. A	reviewed have been shared with all schools and a
	debit card for an employee who had left the	different sample of schools will be visited going forward
	school had not been cancelled.	to carry out further thematic reviews.

5.3 A summary of results from both evidence checking exercises is included within the table below:

Priority	Total Number of Recommendations Evidence Checked	Number confirmed as Implemented		Number Requiring Additional Action (or awaiting evidence)	
		No.	%	No.	%
Critical	Not Applicable	N/A	N/A	N/A	N/A
High	Not Applicable	N/A	N/A	N/A	N/A
Medium	5	5	100%	N/A	N/A
Total	5	5	100%	N/A	N/A

6 Programme Assurance and Grant Certification Work Undertaken

Area of Work	Summary of Work Undertaken		
Covid-19 Capacity Fund Grant	The grant has been specifically designed to support people, businesses and local communities deeply impacted by the Covid-19 crisis. The grant to be used to assist those displaced in the labour market and help business resilience and recovery. Certification value of £1.3m.		
Covid-19 Contain Outbreak Management Fund Grant	The purpose of the grant was to provide support to councils towards expenditure lawfully incurred in relation to the mitigation against and management of local outbreaks of Covid-19. Certification Value £13.1m.		
Green Homes Grant	Certification Value £1.864m		
The Sele - Grant	Teaching School Core Grant certification value of £0.013m		
North East Rural Growth Network	Certification value of £7.3m		
Local Transport Capital Block Funding 2021/22	Integrated Transport and Highways Maintenance. Completed and submitted to Department for Transport. Total value of grant £23.4m		
Public Health Grant	Section 31 Local Authority grants for additional drug treatment crime and harm reduction activity - Universal funding component. Certification value of £0.35m		
Bus Service Operators Grant 2021/22 Statement of Grant Usage	Statement of Grant Usage - completed and submitted to Department for Transport by deadline of 30 September 2022 – £0.5m.		

Area of Work	Summary of Work Undertaken		
Supporting Families Grant Certification	Programme of targeted intervention - Government pays local authorities for each family that meet set criteria. June 2022 claim certification value of £0.048m and September 2022 Claim value of £0.056m.		
Programme Assurance - Covid-19 Business Grants Schemes	Providing advice and guidance to Finance colleagues regarding the Pre and Post Payment Assurance evidence return to BEIS, and associated s151 declaration, in relation to a number of business grant schemes		
Programme Assurance - Energy Bills Rebate	Providing advice and guidance to colleagues in Finance regarding systems and processes as these are developed to identify and make payments to qualifying households.		
Schools' Financial Value Standard	On behalf of the Chief Finance Officer (Section 151 Officer), Internal Audit co-ordinate, receive and review Schools' Financial Value Standard submissions, for the Authority's grant-maintained schools. This work has commenced for the year ending 2022/2023.		
Participation in the Cabinet Office's National Fraud Initiative	Northumberland County Council participates in the National Fraud Initiative data matching exercise to assist in the prevention and detection of fraud and are required to provide sets of data to the Minister for the Cabinet Office for matching for each exercise. The Cabinet Office have recently commenced their biennial National Fraud Initiative (NFI) data matching exercise. Internal Audit are liaising with relevant services to ensure the required data sets are extracted in adherence with NFI data specifications and successfully uploaded within the required timescales. Results from this exercise will be available in January 2023 for investigation.		