NORTH DEVON DISTRICT COUNCIL

REPORT TO: **AUDIT COMMITTEE**

Date: 8th January 2019

TOPIC: **AUDIT RECOMMENDATION TRACKER**

REPORT BY: **HEAD OF CORPORATE AND COMMUNITY SERVICES**

1   Introduction

1.1   This is the regular progress report to the Committee in relation to action taken to address internal and external audit recommendations.

2. Recommendations

2.1   That the Committee note the actions that have been taken to address identified risks since the 4th September Committee meeting.

2.2   That the Committee raises any areas of concern arising from the list of outstanding recommendations.

3. Reasons for Recommendations

3.1   To give assurance to the Committee that audit recommendations are being actively managed, and to give the Committee a full opportunity to review any areas of concern.

4. Report

4.1   SMT has reviewed the high and medium risk audit recommendations to assess progress and instigate any required actions.

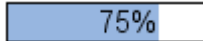4.2   Since the last meeting the number of recommendations now tracked has risen to 1,179.
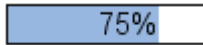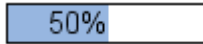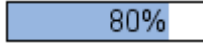
Table A) Live Audit Reports, Status & Numbers

Code	Title	Status	Progress	High Risk	Medium Risk	Low Risk
14 AP	Action Plan 2013/14	Overdue	92%	0	1	1
14 E&D	Equality & Diversity 2013/14	Overdue	50%	0	1	2
15 AH	Affordable Housing 2014/15	Overdue	93%	0	1	4
15 APAP	Audit Plan Action Plan Yr End Mar 2015	Overdue	92%	0	1	1
15 DR	Disaster Recovery 2015/16	Overdue	89%	0	6	0
15 HN (CBL)	Housing Needs (Choice Based Lettings) 2015/16	Overdue	80%	0	1	0
15 PSR (DFG)	Private Sector Renewal (Disability Facilities Grants) 2015/16	Overdue	90%	0	1	2
16 BCM	Business Continuity Management 2015/16	In Progress	85%	0	8	1
16 EP	Emergency Planning 2015/16	Overdue	92%	0	5	6
16 CC	Cash Collection 2015/16	Overdue	95%	0	0	2
16 HN (CBL)	Housing Needs (Choice Based Lettings) 2016/17	In Progress	85%	0	0	5
16 PL	Planning Applications 2015/16	Overdue	91%	0	3	0
16 SP	Severance Packages 2015/16	Overdue	50%	0	1	1
16 C&CE	Contracts and Capital Expenditure	Overdue	83%	0	2	1
17 C	Creditors (including ordering process) 2016/17	Overdue	97%	0	0	4
17 ITAM	IT Asset Management 2016/17	In Progess	87%	1	6	0
17 CS	Cyber Security 2016/17	Overdue	78%	0	3	3
17 HB	Housing Benefits 2017/18	Overdue	50%	0	0	2
17 SRR	Security Review Report 2017/18	In Progress	94%	4	5	0
17 L	Licencing 2017/18	In Progress	74%	0	1	3
17 G	Grants 2017/18	In Progress	71%	0	2	5
17 CSC	Customer Service Centre 2017/18	Overdue	82%	0	1	3
17 MAS & BC	Main Accounting System & Budgetary Control 2017/2018	Overdue	0%	0	0	2
17 PO	Parking Operations 2017/18	In Progress	0%	0	2	0
18 C	Creditors (including ordering process)	In Progress	0%	0	1	1

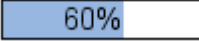**Table B)** Audit recommendations setting completed since the last Audit Committee

Recommendation	Closure Note	Original Due Date	Completed Date
16 C & CE 03 Training	This was picked up as part of the latest 2018 appraisal round and fed into the training programme for those officers.	30-Jun-2018	12-Dec-2018
16 CSC 05 IT System functionality	Firmstep has been successfully implemented meaning Customers are able to self-serve. Take up for self-serve is currently 20% of all Customer Service interactions. Work will continue to integrate with Bartec (W&R back office) and we are working with EH to implement single sign on with their back office software Assure.	30-Sep-2018	01-Oct-2018
17 CS 05 Cyber Security Incident Response	This plan was approved by SMT 23 July 2018.	30-Jun-2018	04-Dec-2018
17 CSC 04 Utilisation of Management information	A report is going to SMT in January 2019 which will outline service demand over the past 18 months to compare with current demand. A report with then be submitted each quarter. In addition to this, Customer Services are working with departments directly to help improve services: 1) Waste & Recycling - workshops have taken place to identify issues and suggestions for resolution. 2) Planning - Currently working together looking at a) Duty Planning process b) Website content c) Pre-application process / submissions. We also meet with other services on a regular basis to discuss issues and seek solutions.	30-Oct-2018	03-Dec-2018
17 SRR 07 Training	Roles assessed by Heads of Service and staff identified for 2 levels of training between 11-15 February 2019; De-escalation training and Breakaway training. In addition TRiM practitioner training (Trauma Risk Management) has taken place for 2 Senior Officers. Fire procedures have been updated and regular fire drill and evacuations taking place.	31-Dec-2018	12-Dec-2018
17 SRR 09 Visiting Officers/Lone Workers	Parking CEOs now on Reliance Protect, 3 yr contract from June 2018. Will renew or change in2021 line with corporate decision made in 2020. W&R procuring 25 Reliance Protect devices.(Sept 2018)	31-Mar-2019	21-Sep-2018

Table C) Outstanding Audit Recommendations where Head of Service have requested a revision to the due date

Code	Description	Progress	Latest Note	Original Due Date	Due Date
17 CS 04 Policy Development and Awareness	The Council should develop a mobile device and remote access control working policy (to include Smartphones and Tablets) to be agreed and disseminated to all staff throughout the organisation. Alternatively this could be incorporated into the IT security policy. The Information Security Policy should also be updated to reflect the Council's current minimum password controls as set within Active Directory. This should then be disseminated throughout the organisation to ensure all additional applications that have access controls outside of Active Directory adhere to these requirements.	50%	04-Dec-2018 Extension of Time Request: **31 March 2019**. Human Resources have produced a first draft. ICT have now received their Airwatch Mobile Device Management Training, which will now give us the technical ability to manage mobile devices and feed into this draft policy. Staff profiling is now complete, so we can review what our staff plan to do working from home or remotely and ensure the Policy and its communications meets the needs of the business.	31-Mar-2018	30-Sep-2018
17 SRR 08 Information Sharing	The Council should ensure that the Customer Record Management system is fit for purpose and is accessible by all staff dealing with the Council's service users, especially those with violence markers. As the reporting, recording and maintaining of information on incidents will always be user dependant, it is vital that all users are trained up and encouraged to make use of and update the CRM system regularly. The Council should also consider a regular group email updating users on both incidents and markers.	75%	12-Dec-2018 Following revised Violence and Aggression Policy being updated, New CRM system (Firmstep) is going to be used and process has been cascaded at Manager Forum in December 2018. Level 1 and 2 access being determined on Firmstep for appropriate officers. Request revised due date: **31 March 2019**	30-Jun-2018	30-Jun-2018
17 C&P 03 Analysis of Key Supplier Spend	Reports detailing the Council's spend per creditor should be produced on a regular basis, at least quarterly. This would enable the Council to ensure that the Contract Procedure Rules are being followed.	0%	12-Dec-2018 Work on-going to produce this report quarterly, we will then need to engage with the Procurement team to come up with a suitable way forward.	31-Oct-2018	31-Oct-2018

			Request revised due date: **31 March 2019**		
16 PL 03 S106 Agreements	We recommend that as part of the Contract audit 2016/17 a review the administration of Section 106 Agreements is completed to assess the effectiveness of service delivery	75%	12-Dec-2018 The S106 module of DEF (new IT system) is being developed; we don't anticipate this will being done by go live (08/05/19). Request revised due date: **31st December 2019**	31-Dec-2016	30-Sep-2018
16 C & CE 02 Due Diligence of Consultants	The Council's contract procedure guidance should include the due diligence of consultants.	50%	12-Dec-2018 This was going to be picked up as part of a review of the constitution, which has not happened as of yet. A separate report will be going to Full Council in January 2019 revising the Contract Procedural rules. Request revised due date: **31 January 2019**	30-Sep-2016	31-Jul-2018
15 HN (CBL) 01 Housing Team to review the housing waiting list to confirm details are still correct / change in circumstances, that they wish to remain on the register + review all Band B every 6 months	**Housing Waiting List Review** The Housing team should undertake a review of all applicants to: . Confirm that the details on the register are still correct . Check whether there have been any changes in an applicant's circumstances . Confirm that the applicant wants to stay on the housing register. The Housing team should also contact, or at least review, all applicants in Band B every 6 months, although this would exclude those for prevention of homelessness or statutory homelessness as these are reviewed weekly as standard.	80%	Please see attached report. Request revised due date: **31st December 2019**.	31-Oct-2015	31-Oct-2018

Table D: Outstanding Audit Recommendations

Code	Description	Progress	Latest Note	Original Due Date	Due Date
17 CS 02 Network Security	Management should ensure that a formal Firewall Rules review schedule is developed and implemented. Reviews for existing firewall rules should be done on annual basis as a minimum. Formal training on the management of the firewalls should also be considered for at least 2 members of staff to ensure continuity of service in the event that the Senior Technical Analyst is absent for an extended period of time. Consideration should also be given to implementing a firewall at the Disaster Recovery site at Lynton House to ensure that the services, however limited, can be fully utilised with as minimal risk possible in the event of a disaster or loss of the main data centre at Brynsworthy.	0%	14-Aug-2018 An extension of time is required for this action, but until the BIAs have been completed and potential mitigating action approved this action will remain overdue. SMT agreed (19/06) that the business impact assessments need to be reviewed again. As an output of this SMT will determine the priorities for the Disaster Recovery Plan for days 1 through to 5. ICT mitigating actions will then be determined based on the loss of each site, including the implementation of firewalls in Lynton House and an email server or whether Office 365 may be more appropriate	30-Apr-2018	30-Apr-2018
15 DR 05 Undertake new Business Impact Assessment to ensure critial systems in DR Plan are correct. Include SMT in development of DR Plan + annual BIA conducted to ensure criticality of system in line with business need	**Disaster Recovery Procedures** A new Business Impact Assessment (BIA) should be undertaken to ensure that the critical systems listed in the DR Plan are the correct ones. There should be input from other areas of the Council and from SMT in the development of a DR Plan to ensure that it meets the Council's needs. If possible, an annual BIA should be conducted to ensure that the criticality of the systems identified are in line with the business needs.	60%	14-Aug-2018 **Extension of Time:** A further extension of time will be required for this audit recommendation, but until all BIAs have been received, analysed and critical services identified for recovery a due date cannot be set. This is linked to 13 BCM 06.	12-Oct-2015	30-Apr-2018

15 DR 06 Test DR Plan annually. Test reports documented with lessons learn & incorporated in DR Plan. SMT be informed for DR test results to inform their decision making	**DR Plan Test** The DR Plan should be tested annually. DR test reports should be documented with lessons learned incorporated into the DR Plan. Senior Management should be informed of DR test results and reports in order to inform their decision making.	75%	10-Sep-2018 **Extension of Time:** A further extension of time will be required for this audit recommendation, but until all BIAs have been received, analysed and critical services identified for recovery a due date cannot be set. This is linked to 13 BCM 06. 08 September 2018: The Data Centre was impacted by One Phase of the Three Phase electrical supply failing. This completely shut down the Data Centre. The ICT over the weekend brought back up all servers and associated services.	31-Dec-2015	30-Apr-2018

5.   Progress tracking of Annual Governance Statement

5.1   An annual review of NDC's governance arrangements leads to the Annual Governance Statement, which forms part of the Statement of Accounts.

5.2   In addition to any other issues the review captures recommendations from external and internal audit and inspections and sets out an action plan. This plan is tracked through Covalent.

2013/14 AGS action plan is 98 % complete

2014/15 AGS action plan is 96 % complete

6.   Constitution Context

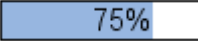| Appendix and paragraph	Referred or delegated power?
5.5	Delegated

7.   Statement of Internal Advice

7.1   The author (below) confirms that advice has been taken from all appropriate Councillors and officers.

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Table E: Annual Governance Statement

Code	Description	Status	Progress Bar	Latest Note	Original Due Date	Due Date
14 AGS 02 Review & update the IT Disaster Recovery Plan	To have in place an adequate plan and policy to deal with major ICT risks	▶ In Progress	90% No Change	11-May-2018 Following a workshop delivered by Zurich on a possible Cyber Scenario in November 2017, Managers were tasked with re-writing their plans by December 2017 to enable analysis to be carried out. Not all of these plans were completed. JM now taking responsibility for their completion and analysis. I don't believe a realistic deadline date can be set for this action until the above piece of work has been completed.	31-Mar-2015	30-Apr-2018
15 AGS 08 Complete audit recommendations to comply with agreed deadlines		⬤ Overdue	75% No Change	12-Jan-2017 There are some 2015/16 audit recommendations outstanding that are currently still being working on.	31-Mar-2016	31-Mar-2016