







# Royal Borough of Windsor and Maidenhead

## Report of Internal Audit Activity

### Progress Report - July 2023

# Internal Audit Update – July 2023/24 ‘At a Glance’

## The Headlines

	<b>22/23 Audit Plan</b> <ul style="list-style-type: none"> <li>One audit completed (Reasonable)</li> <li>One audit at draft stage</li> </ul>
	<b>23/24 Reviews completed in the period</b> <ul style="list-style-type: none"> <li>One audit at draft stage</li> <li>One grant certification</li> <li>Eleven reviews in progress</li> </ul>
	<b>Progress to date</b> On track to deliver plan: <ul style="list-style-type: none"> <li>26% of the plan has been started</li> </ul>
	<b>Follow-ups in the period</b> One follow-up audit in progress.
	<b>Plan Changes</b> <ul style="list-style-type: none"> <li>Three audits deferred</li> <li>Three audits added</li> <li>One follow-up added</li> </ul>
	<b>Range of innovations and enhancements made to our internal audit process throughout the year</b> Benchmarking exercise carried out to compare RBWM lease approval process at other authorities in the SWAP partnership.

## Internal Audit Assurance Opinions 2023/24

	July	YTD
Substantial	0	0
Reasonable	0	0
Limited	0	0
No Assurance	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

## Internal Audit Agreed Actions 2023/24

	July	YTD
Priority 1	0	0
Priority 2	0	0
Priority 3	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

## Summary

As part of our rolling plan reports, we will detail progress against the approved plan and any updates in scope and coverage.

We will also provide details of any significant risks that we have identified in our work, along with the progress of mitigating significant risks previously identified through audit activity.

The contacts at SWAP in connection with this report are:

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### Summary

#### Introduction

This 2023/24 progress report allows monitoring against the plan agreed by this Committee in February 2023. The plan remains necessarily flexible and some changes have already taken place. The schedule provided at **Appendix D** details progress made to date and new work agreed.

Each completed assignment includes its respective “assurance opinion” rating together with the number and relative ranking of recommendations that have been raised with management. In such cases, the Committee can take assurance that improvement actions have been agreed with management to address these. The assurance opinion ratings have been determined in accordance with the Internal Audit “Audit Framework Definitions” as detailed at **Appendix A** of this document.

To assist the Committee in its important monitoring and scrutiny role, in those cases where weaknesses have been identified in service/function reviews that are considered to represent significant service risks, a summary of the key audit findings that have resulted in them receiving a ‘limited Assurance Opinion’ is given as part of this report in **Appendix B**. There were no finalised limited assurance audits during this period.

A follow-up review is performed in respect of all limited assurance opinion audits. This is important to provide evidence that recommendations have been implemented to reduce areas of risk identified. The results of follow-up reviews performed in the period can be found in **Appendix C**. There were no finalised follow-up audits during this period.

In circumstances where findings have been identified which are considered to represent significant corporate risks to the Council, due to their importance, these issues are separately summarised. No significant corporate risks were reported in the period.

# Internal Audit Plan Update

**Our audit plan coverage assessment is designed to provide an indication of whether we have provided sufficient, independent assurance to monitor the organisation’s risk profile effectively.**

**For those areas where no audit coverage is planned, assurance should be sought from other sources to provide a holistic picture of assurance against key risks.**







## SWAP audit plan coverage across strategic risks

The internal audit plan agreed is based on our risk based approach to help ensure that resources are focused where internal audit can offer the most value and insight. A key source of information is the Council’s strategic risk register.

The strategic risk register has been reviewed and updated for this financial year by the Council. The table that follows on the next page is a summary of how our completed audits and work in progress to date provide assurance in relation to these strategic risks. As the year builds and more work is completed, coverage across the key risk areas will increase. ‘Adequate’ coverage reflects delivery of planned assurance levels.

### Key

	Good coverage complete
	Adequate coverage complete
	Coverage In progress
	No coverage to date

## Internal Audit Plan Update

### Continued:

Our audit plan coverage assessment is designed to provide an indication of whether we have provided sufficient, independent assurance to monitor the organisation's risk profile effectively.

For those areas where no audit coverage is planned, assurance should be sought from other sources to provide a holistic picture of assurance against key risks.

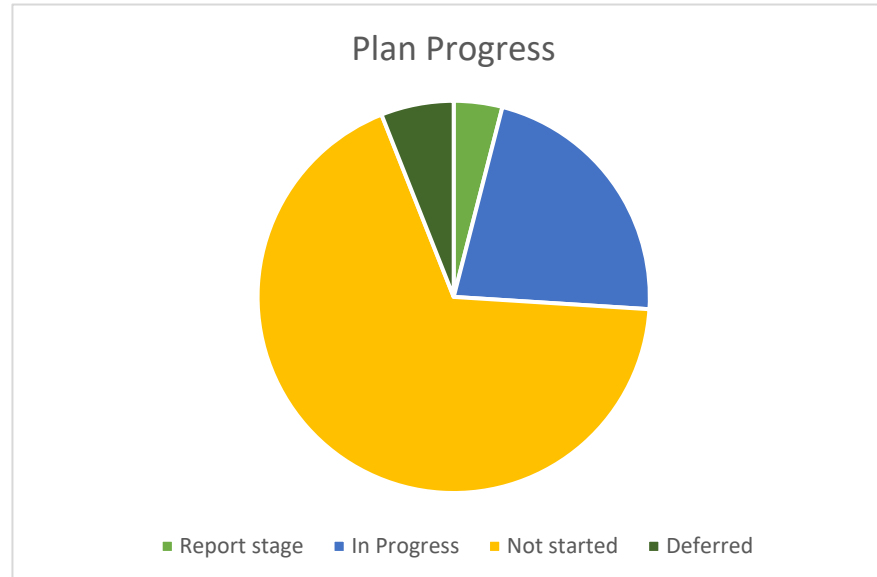
Strategic Risk	Coverage
Impact of winter flu/other pathogens	
Climate change – decarbonization to net zero	(Climate change governance covered in 22/23)
Adults and children's safeguarding	Children's safeguarding
Best value not delivered from contractors and council owned companies	Contract Management follow-up, contract register, grounds maintenance contract management, Governance and oversight of Optalis
Loss of IT/communication facilities	User access and account management, on premises hosting, software asset management
Workforce capacity is insufficient	Healthy Organisation review – human resources
Demand changes arising from cost of living crisis	Children's early intervention
Increased mental health demands	Adults mental health
Regeneration programmes fail to deliver expected benefits	Property Leases
Effectiveness of the financial strategy	Management of the revenue budget, Adult debt management, corporate debt management follow-up
Insufficient Emergency Services response	Emergency planning, business continuity follow-up
Health and Safety building risks – Fire Exposure	Health and safety – premises
Transition from Children's to Adult Services	Transition from Children's to Adult Services
Increased demand for adult social care	Adults – assessments and care plans
Breach of legislation results in corporate manslaughter	Safety of tree stock
Security threat to the safety of residents and visitors	Emergency planning

# Internal Audit Plan Update

We will build our audit plan as the year progresses to ensure that we are auditing the right things at the right time.



Progress Year to Date




A good start has been made to the year with 26% of audits underway at the end of the quarter.

Assurance Definitions	
<b>No Assurance</b>	Immediate action is required to address fundamental gaps, weaknesses or non-compliance identified. The system of governance, risk management and control is inadequate to effectively manage risks to the achievement of objectives in the area audited.
<b>Limited</b>	Significant gaps, weaknesses or non-compliance were identified. Improvement is required to the system of governance, risk management and control to effectively manage risks to the achievement of objectives in the area audited
<b>Reasonable</b>	There is a generally sound system of governance, risk management and control in place. Some issues, non-compliance or scope for improvement were identified which may put at risk the achievement of objectives in the area audited.
<b>Substantial</b>	A sound system of governance, risk management and control exists, with internal controls operating effectively and being consistently applied to support the achievement of objectives in the area audited.

Definition of Corporate Risks	
Risks	Reporting Implications
High	Issues that we consider need to be brought to the attention of both senior management and the Audit Committee.
Medium	Issues which should be addressed by management in their areas of responsibility.
Low	Issues of a minor nature or best practice where some improvement can be made.

Categorisation of Recommendations	
In addition to the corporate risk assessment it is important that management know how important the recommendation is to their service. Each recommendation has been given a priority rating at service level with the following definitions:	
Priority 1	Findings that are fundamental to the integrity of the service’s business processes and require the immediate attention of management.
Priority 2	Important findings that need to be resolved by management.
Priority 3	Finding that requires attention.

Audit Title	Risks Reviewed	 Limited	Priority Actions			
			1	2	3	Total
No limited assurance audit reports have been issued in the period.						



	Scope and Objective	Progress Summary			
	To provide assurance that the agreed actions to mitigate against risk exposure, identified within the 2021/22 audit of Housing Income, have been implemented.	Completed	In progress	Not Started	Total
Priority 1					
Priority 2					
Priority 3					
<b>Total</b>					

None reached final stage in the period.

Audit Type	Audit Area	Status	Opinion	No of Rec	Recommendation		
					1 = Major	↔	3 = Medium
					1	2	3
<b>2022/23</b>							
Governance	Medium Term Financial Plan (MTFP) – Revenue Savings Assurance	Final	<b>Reasonable</b>	3		3	
Operational	Achieving for Children Governance and Oversight	Draft					
<b>2023/24</b>							
<b>Complete</b>							
Grant	LEP Core Growth	Complete	<b>Certified</b>				
<b>Reporting</b>							
Governance	Health and Safety Premises risks	Draft					
<b>In progress</b>							
Grant	Supporting Families Grant	Ongoing					
Advisory	National Fraud Initiative (NFI)	Ongoing					
Advisory	Council Tax Investigations	Ongoing					
Governance	Governance of Property Leases	In progress					
Financial	Payroll	In progress					
Financial	Treasury Management	In progress					
Financial	Schools Financial Management – SFVS Assurance work	In progress					
Follow-up	Risk Management	In progress					

Audit Type	Audit Area	Status	Opinion	No of Rec	1 =	↔	3 =
					Major		Medium
					Recommendation		
					1	2	3
Operational	Children’s – Strategic Review of Early Intervention	In progress					
Operational	<b>NEW</b> Adults – Assessments and Care Plans	In progress					
Operational	Safety of Tree Stock	In progress					
<b>Waiting to Start</b>							
Operational	Grounds Maintenance Contract Management (Tivoli)	Waiting to start	Request to delay start to August				
Follow-up	Delegated Decision Making	Waiting to start					
Financial	Pension Fund – Risk Management	Waiting to start					
Financial	Management of the Revenue Budget	Waiting to start					
Financial	Adults Debt Management	Waiting to start					
Follow-up	Fleet Safety Compliance Checks	Waiting to start					
Operational	Children’s Short-break Care	Waiting to start					
ICT	User access and account management	Waiting to start					
ICT	On premises hosting	Waiting to start					
ICT	Software asset management	Waiting to start					
Grant	Local Transport Capital Funding Grant	Waiting to start					
Grant	Bus Service Operator Grant (BSOG)	Waiting to start					

Audit Type	Audit Area	Status	Opinion	No of Rec	1 =	↔	3 =	
					Major		Medium	
					Recommendation			
					1	2	3	
Grant	Disabled Facilities Grant (DFG)	Waiting to start	Request to delay start to Q4					
Governance	Healthy Organisation Review	Waiting to start						
Governance	Contract Register	Waiting to start						
Governance	Information Management	Waiting to start						
Governance	Emergency Planning	Waiting to start						
Operational	Management of Parking Income	Waiting to start						
Operational	<b>NEW</b> Children’s to Adult’s services transition	Waiting to start						
Follow-up	Corporate Debt Management	Waiting to start						
Grant	Initial Teacher Training (ITT) Bursary	Waiting to start						
Financial	Council Tax	Waiting to start						
Governance	Optalis – Governance and Oversight	Waiting to start						
Operational	Infrastructure Section 106	Waiting to start						
Operational	<b>NEW</b> Disabled Facilities Grant Process	Waiting to start						
Operational	Adults – Mental Health Services	Waiting to start						
Operational	Childrens Safeguarding Arrangements	Waiting to start						
Follow-up	Adults Direct Payments	Waiting to start						

Audit Type	Audit Area	Status	Opinion	No of Rec	1 =	↔	3 =
					Major		Medium
					Recommendation		
	1	2	3				
Follow-up	Adults Financial Assessments	Waiting to start					
Follow-up	Fraud Baseline Assessment of Maturity in Relation to Fraud	Waiting to start					
Follow-up	Contract Management	Waiting to start					
Follow-up	Records Management	Waiting to start					
Follow-up	<b>NEW</b> Business Continuity	Waiting to start					
Advisory	Fraud Awareness Session	Waiting to start					
<b>Deferred</b>							
Operational	Temporary Accommodation	Deferred	Deferred until 23/24. Request to replace with Disabled Facilities Grant Process				
Operational	Strategic Commissioning SEND	Deferred	Deferred until 23/24. Request to replace with Children’s to Adult’s services transition				
Grants	LEP – Peer Networks	Deferred	Certification not required in 23/24				