

## The Highland Council

### Transport, Environmental and Community Services Committee 16 May 2013

Agenda Item	<b>15</b>
Report No	<b>TEC 48-13</b>

### Internal Audit Reports

#### Report by Director of Transport Environmental and Community Services

#### Summary

This report updates Members on the status of the Audit Report Action Plans in relation to the Audit Reports presented to the Audit and Scrutiny Committee on 28 March 2013.

#### 1. Introduction

1.1 The Audit and Scrutiny Committee considered the following Internal Audit Reports at their meeting on 28 March 2013, and this report provides an update on the Action Plans relevant to TEC Services.

TEC Services	Waste Management (Alternate Weekly Collection Project)
TEC Services	Investigation into Missing Public Convenience Income
TEC Services	Car Park Income Collection (Follow-up)
TEC Services / Chief Executive's	Business Continuity Planning Arrangements
Finance Service	Administration of Fuel Cards (Follow-up)

1.2 The Audit Report Action Plans are contained in **Appendix A**.

#### 2. Waste Management (Alternate Weekly Collection Project)

2.1 The audit report concluded that the project to implement the Alternate Weekly Collection Service throughout the Highland Council Area was well planned, well managed and the level of documentation developed and maintained was appropriate to its scale. The project objectives were all achieved and the new waste collection process was delivered on time

2.2 The audit opinion was that Full Assurance can be given in that there is a sound system of control designed to achieve the system objectives and the controls are being consistently applied.

2.3 The Actions set out in the Audit Report Action Plan are essentially learning

points which should be applied to future projects.

### **3. Investigation into Missing Public Convenience Income**

- 3.1 The audit report concluded that the initial fraud, which amounted to £2,474.86, was fairly significant in terms of the total income received from the Council's public conveniences. However, this took a considerable period (almost one year) to be reported to Internal Audit and that illustrates the difficulties associated in satisfactorily collecting and monitoring income from this service.
- 3.2 The audit opinion was that Limited Assurance can be given, in that weaknesses in the system of controls are such to put the system objectives at risk, and / or the level of non-compliance puts the system objectives at risk.
- 3.3 The 2 Actions set out in the Action Plan have both been completed.

### **4. Car Park Income Collection (Follow-up)**

- 4.1 As a result of the follow-up audit, eight recommendations were made, consisting of one high, six medium and one low priority grades. Five of the agreed management actions have already been implemented.
- 4.2 The audit opinion was that Limited Assurance can be given, in that weaknesses in the system of controls are such to put the system objectives at risk, and / or the level of non-compliance puts the system objectives at risk.
- 4.3 Work is still ongoing in relation to the three actions which are outstanding , and the revised target date for completion is the end of June 2103.

### **5. Business Continuity Planning Arrangements (TECS / CEXO)**

- 5.1 This subject of this audit report covers two services, TEC Services and the Chief Executive's Service.
- 5.2 The audit report concluded that:
  1. The Emergency and Business Continuity Manager has begun work revising the Council's Influenza Pandemic BCP in order to produce a standard Council BCP. The recommendations in the audit report should influence this work.
  2. IT is more widespread across the Council than ever before and manual BCP systems may no longer be adequate or practical. ICT Services and Fujitsu have worked together to produce BCP and Disaster Recovery Plans for the Council's ICT Services. The revised Council BCP should reference these documents.
  3. The Council has an Emergency Planning team and a good asset in the Emergency Planning Centre. The Influenza Pandemic BCP is a good basis in which to take forward the development of a general BCP

utilising the recommendations in the audit report.

5.3 The audit opinion was that Limited Assurance can be given, in that weaknesses in the system of controls are such to put the system objectives at risk, and / or the level of non-compliance puts the system objectives at risk.

5.4 Five of the nine 5 Actions in the Audit Report Action Plan relate to TEC Services (Emergency Planning and Business Continuity Manager). Work on completing the general Business Continuity Plan is progressing and is currently on programme to achieve the target date. There have been delays in establishing Service specific BCP working groups to create service level response plans, however this work is now underway, and is planned to be completed at the same time as the general Business Continuity Plan.

## **6. Administration of Fuel Cards (Follow-up)**

6.1 This subject of this audit report covers two services, TEC Services and the Finance Service.

6.2 The audit report concluded that one of the objectives has been achieved, another substantially achieved and one not achieved. Whilst a number of improvements have been made, the critical points and the concerns expressed in the previous audit report, namely:

- The absence of the monitoring of fuel consumption monitoring;
- The absence of guidance and control over hire and other non-assigned fuel cards.

6.3 The audit opinion was that Limited Assurance can be given, in that weaknesses in the system of controls are such to put the system objectives at risk, and / or the level of non-compliance puts the system objectives at risk.

6.4 One of the four Actions in the Audit Report Action Plan relate to TEC Services. This is a joint action with the Finance Service to carry out an Options Appraisal to consider where responsibility for fuel monitoring should lie, and identify the most effective system for monitoring fuel consumption. The Options Appraisal is underway and is due to be completed by the end of June 2013.

## **7. Implications**

7.1 There are no resource implications arising directly from this report.

7.2 There are no legal implications arising directly from this report.

7.3 There are no equalities implications arising directly from this report.

7.4 There are no climate change implications arising directly from this report.

7.5 There are no risk implications arising directly from this report.

**8. Recommendations**

- 8.1 Members are invited to note the status of the Audit Report Action Plans in relation to the Audit Reports presented to the Audit and Scrutiny Committee on 28 March 2013.

Designation: Director of Transport, Environmental and Community Services

Date: 3 May 2013

Author: Neil Gillies

## AUDIT REPORT ACTION PLAN

### Report Title

### Report No.

**TEC Services Waste Management Review of the rollout of the Alternate Weekly Collection Project**

**HH04/001**

The Action Plan contains **3** recommendations as follows:

#### Description

Major issues that managers need to address as a matter of urgency.

Important issues that managers should address and will benefit the Organisation if implemented.

Minor issues that are not critical but managers should address.

#### Total recommendations

Priority	Number
High	0
Medium	2
Low	1
<b>Total</b>	<b>3</b>

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	IMPLEMENTATION	
					RESPONSIBLE OFFICER	TARGET DATE
3.1.1	Medium	The project objectives were not fully identified and documented at the start of the project.	The objectives of any future projects should be identified and documented at the start of the project and be communicated to all members of the team.	All future projects will incorporate this action	Head of Waste Management	All future projects
3.1.1	Low	One objective was not quantified and therefore measurement of the success was not possible.	Where appropriate, the objectives should be quantified and measurable in order that the outcome can be more accurately assessed.	All future projects will incorporate this action (or will give reasons why it is inappropriate to do so).	Head of Waste Management	All future projects
3.1.1	Medium	The compressed timeframe for the project did not allow time for review of each phase before the commencement of the following phase.	The timeframe for any future projects should include sufficient time to allow review of each phase in order that any problems or issues encountered can be addressed and avoided in subsequent phases	All future projects will refer to this audit when specifying a timeframe.	Head of Waste Management	All future projects



## AUDIT REPORT ACTION PLAN

### Report Title

### Report No.

**TEC Services - Investigation into missing public convenience income**

**HH02/003**

The Action Plan contains 2 recommendations as follows:

#### Description

Major issues that managers need to address as a matter of urgency.

Important issues that managers should address and will benefit the Organisation if implemented.

Minor issues that are not critical but managers should address.

#### Total recommendations

Priority	Number
High	1
Medium	0
Low	1
<b>Total</b>	<b>2</b>

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	IMPLEMENTATION	
					RESPONSIBLE OFFICER	TARGET DATE
3.1	Low	A review of the available documentation by Internal Audit identified a shortfall of £103.40.	TEC Services should establish whether the payment made by the contractor was a full and final payment. If no record of such an agreement can be found consideration should be given to pursuing recovery of the shortfall of £103.40.	The contractor has been contacted and has agreed to make the payment.	Head of Roads & Community Works	31/03/13
3.2	High	The contract for cleaning public conveniences, which includes collection and banking of income, is currently open for tender. The process for recording and banking income will be included in the contract documentation.	Although the difficulties in effectively and economically collecting and controlling cash income are recognised, the Service should look at the arrangements for monitoring the income received from the contractor.	The new contract includes a procedure for income collection and signed receipts for the amount collected. The contract monitoring team will benchmark the amount received against historic income levels and will make periodic spot checks at the facilities to ensure the amount recorded agrees with the cash collected.	Head of Roads & Community Works	Complete





## AUDIT REPORT ACTION PLAN

### Report Title

Report No.

**TEC Services: Car Park Income Collection (Follow-up)**

**HH03/002**

The Action Plan contains **8** recommendations as follows:

### Description

Major issues that managers need to address as a matter of urgency.

Important issues that managers should address and will benefit the Organisation if implemented.

Minor issues that are not critical but managers should address.

### Total recommendations

Priority	Number
High	1
Medium	6
Low	1
	<b>8</b>

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	IMPLEMENTATION	
					RESPONSIBLE OFFICER	TARGET DATE
3.1.2	Medium	Bank pay-ins in Lochaber are still based upon the audit ticket values rather than the actual income counted. In addition, it could not be verified whether there was any reconciliation undertaken between the cash counted by the bank to the values recorded by the audit tickets.	The banking arrangements in Lochaber should be revised. The practice of making pay-ins based on the audit ticket values should cease and this information should be input into Oracle once the income figures have been provided by the Income and Recovery Section. The expected income, as detailed on the individual machine's audit ticket, and the actual income for each ticket machine should be compared and corrective action taken if necessary (e.g. where the actual income is less than expected).	Input information into Oracle, undertake reconciliations and identify any anomalies.  Investigate anomalies and take corrective action if required.	Business Support Operations Managers  TECS operational staff	28/02/13  28/02/13
3.1.3	Medium	The exemption to the Corporate Charging Policy was gained in September 2012 with charges not yet set for the 2013/14 budget setting process.	Car parking charges should be reviewed following the outcome of the budget consultation together with the data from the parking surveys. Any increase in charges should be in accordance with the requirements of the Corporate Charging Policy and associated exemption.	A review of car park charges has been undertaken and a report put to the TECS Committee on 14/03/13.	Head of Transport and Infrastructure	Complete

**AUDIT REPORT ACTION PLAN**

Report Title

Report No.

**TEC Services: Car Park Income Collection (Follow-up)**

HH03/002

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	RESPONSIBLE OFFICER	TARGET DATE	IMPLEMENTATION
3.2.1	Medium	There is no check undertaken within INBS Area to ensure that all fines issued can be accounted for. Audit checks identified 7 out of 535 issued fines which could not be accounted for.	Reconciliations of fine notices should be undertaken on a regular basis so that any missing reference numbers can be traced. This should include identifying the opening and closing reference numbers of any issued fines.	Undertake reconciliations of fine notices on a regular basis.	Business Support Operations Manager (HQ)	28/02/13	Business Support Operations Manager (HQ)
3.2.2	High	The lack of separation of duties within the INBS Area allows the Car Park Attendants and Car Park Supervisor to both issue and cancel fines.	In order to ensure an appropriate segregation of duties it should be ensured that either: <ul style="list-style-type: none"> <li>Car Park Attendants can only issue fines and under no circumstances should they be able to cancel them. The Car Park Supervisor should not issue fines but should have the ability to cancel them.</li> <li>Alternatively the Car Park Supervisor continues to issue fines but cancellation of fines is restricted to officers in Ditrebught or HQ.</li> </ul> The agreed process should be incorporated into the standard policy.	The procedure for the issue and cancellation of fines is outlined in the Car Parking Attendant Guide which was issued to all relevant staff in December 2012. This procedure ensures that there is an appropriate segregation of duties in that an officer cannot cancel a fine notice which they issued.	Head of Transport and Infrastructure	Complete	Head of Transport and Infrastructure

## AUDIT REPORT ACTION PLAN

Report Title

Report No.

TEC Services: Car Park Income Collection (Follow-up)

HH03/002

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	IMPLEMENTATION	
					RESPONSIBLE OFFICER	TARGET DATE
3.2.3	Medium	There are inconsistencies in the treatment of cancelled fines between the two Operational Areas. The absence of a standard policy detailing the reasons for issuing fines, approved reasons for cancellation and which officers can cancel fines has contributed to the current inconsistencies.	<p>A standard policy should be drawn up covering all operational aspects of car parking, including fines management. This should include as a minimum details of:</p> <ul style="list-style-type: none"> <li>• which offences attract a fine;</li> <li>• the circumstances in which fine notices can/cannot be cancelled or written-off;</li> <li>• the circumstances in which fines can be reduced and the revised sum that must be paid.</li> </ul>	The Car Parking Attendant Guide sets out the circumstances under which fines are issued. The fine notices issued detail the sums due and when these can be reduced e.g. if payment is received within 14 days, a lesser sum is due.	Head of Transport and Infrastructure	Complete
3.2.4	Medium	The absence of a standard Council-wide policy means that the two operational Areas have continued to operate different debt recovery procedures for the pursuit of unpaid fines.	A standard Council-wide approach to internal debt collection procedures should be drawn up setting out standard documents to be issued. This should include standard trigger points, ensuring that prompt action is taken on fines deemed irrecoverable and when debts are to be referred to a debt collection agency.	A standard approach to debt recovery is in place and the same flow chart is followed by both Areas.	Head of Transport and Infrastructure	Complete
3.2.5	Medium	Each Area continues to use their own guidance which continues to reinforce operational differences between the two Areas.	<p>(1) Standard Council-wide procedure notes covering all aspects of car parking, should be produced and distributed to all relevant officers.</p> <p>(2) These procedures should be subject to a regular review.</p>	The Car Parking Attendant Guide was issued to all relevant staff in December 2012. This will be updated and revised when necessary.	Head of Transport and Infrastructure	Complete

**AUDIT REPORT ACTION PLAN**

Report Title

Report No.

**TEC Services: Car Park Income Collection (Follow-up)**

HH03/002

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	RESPONSIBLE OFFICER	TARGET DATE	IMPLEMENTATION
3.2.6	Low	Although fines income for Skye & Lochalish Area is relatively low no fines income was recorded during 2011/12 and 2012/13 to date.	The current system does not allow separation of fines income in Skye from fines income in Lochaber.	Fines are collected in Portree but are currently aggregated with Lochaber fines since Skye uses use Lochaber fine notices. A review will be undertaken of the system for the administration of fines to establish if it is necessary to separate these.	Operations Manager (West)	01/05/13	

# AUDIT REPORT ACTION PLAN

## Report Title

Report No.

**TEC Services/ Chief Executive's: Business Continuity Planning Arrangements**

**HH11/002**

The Action Plan contains **9** recommendations as follows:

### Description

Major issues that managers need to address as a matter of urgency.

Important issues that managers should address and will benefit the Organisation if implemented.

Minor issues that are not critical but managers should address.

### Total recommendations

Priority	Number
High	5
Medium	4
Low	0
	<u>9</u>

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	IMPLEMENTATION	
					RESPONSIBLE OFFICER	TARGET DATE
3.1.1	High	There is no BCP for the Council to be used in any situation. A BCP specifically for the previous Influenza Pandemic is in place but is no longer current.	(1) The Influenza Pandemic BCP is being developed into a general BCP for the Council, and this process should be completed as soon as possible.  (2) Once the general BCP has been prepared, it should be approved by the SMT and minuted accordingly. The BCP should then be reviewed on an annual basis to ensure that it remains current.	Complete the general Business Continuity Plan (BCP).  Seek approval for the BCP from SMT.  Undertake annual review of the general BCP.	Emergency Planning & Business Continuity Manager	31/07/13
						31/08/13
						31/07/14
3.1.2	High	A number of areas of best practice have been identified which should be included in the Council's BCP such as work area recovery, transportation where necessary and salvage strategy.  In addition, there are some Service specific issues which remain outstanding or need to be addressed within the BCP.	(1) The BCP Plan should be updated with Services to rectify all outstanding and Service specific issues. The best practice areas detailed above should also be considered as part of this review. The BCP should then be reviewed regularly and updated as required.	Establish Service-specific BCP working groups to create service-level response plans. These will become an integral part of the BCP.  Review the BCP.	Emergency Planning & Business Continuity Manager	31/01/13
						31/07/14

**AUDIT REPORT ACTION PLAN**

Report Title

Report No.

**TEC Services / Chief Executive's: Business Continuity Planning Arrangements**

HH11/002

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	RESPONSIBLE OFFICER	TARGET DATE	IMPLEMENTATION
3.1.3	Medium	A sample of officers listed in the INBS Influenza Pandemic Area BCP were contacted and it was found that the majority were not aware of their roles and responsibilities, did not have a copy of the BCP and had not received any training.	BCP awareness training should be made available for all relevant officers and Services once the new BCP has been finalised.	Roles and responsibilities will be described in Service-specific BCPs. Training will follow on from there.	Emergency Planning & Business Continuity Manager	31/12/13	Complete
3.1.4	Medium	A sample of responsible officers listed in the INBS Influenza Plan BCP was selected. A number of these officers no longer worked for the Council, and of those still working for the Council only half were accurately recorded.	An Emergency Communication Directory is being created by the Emergency Planning & Business Continuity Manager, which will list contact details for key officers involved in BCP. This should be completed, kept up to date and distributed to responsible officers.	The directory has been created and issued in its first format. Update the datasets on a 4 monthly cycle.	Emergency Planning & Business Continuity Manager	Ongoing	Ongoing
3.2.1	High	The recommendations from a report on the recent flooding at Inverness College, which resulted in a network outage, have not all been implemented.	(1) The corrective actions detailed in the Inverness College flooding 2010 report should be fully implemented.	The corrective actions will be completed through the improved networks resiliency plan which will address the single point of failure within HQ of the pathfinder network and the internet connection.	ICT Delivery Manager	31/07/13	31/07/13
			(2) A Service (such as Housing & Property Services) should take the lead in assessing which Council properties are useable in and the facilities available in each building.	Establish Service-specific BCP working groups to create service-level response plans. These will become an integral part of the BCP.		31/01/13	

# AUDIT REPORT ACTION PLAN

Report Title

Report No.

TEC Services/ Chief Executive's: Business Continuity Planning Arrangements

HH11/002

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	IMPLEMENTATION	
					RESPONSIBLE OFFICER	TARGET DATE
		The Council's Inverness HQ has been found to be a single point of weakness in the Council's network. Should the building be destroyed or suffer a power outage, the Council's network will not function.	(2) A Design Review to resolve the issue of the remaining servers in the Council Headquarters running applications should be carried out with recommendations implemented within the target dates.	The design review will be completed through a separate work stream which were not migrated as part of the data centre migration. These servers are located within HQ and Drummond, previous Education ICT Unit.	ICT Strategy & Projects Manager	31/10/13
3.2.2	Medium	The Council's IT BCP documents are incomplete.	(1) An appendix of officers' Council job titles should be created to link to those used in the BCP documents.	The appendix of Council Officers will be completed and will be reviewed on a yearly basis to assure details are up to date.	ICT Delivery Manager	31/07/13
			(2) The incomplete sections of the ICT BCP documents should be completed as part of the planned development of a suite of documents as soon as possible. The completed documents should then be reviewed annually by ICT Services and Fujitsu and updated as required.	The incomplete sections of the business continuity disaster recovery plan for the datacentres has been elaborated and will be reviewed when the DR/BC is invoked. Information will be completed and will be reviewed as part of the annual DR/BC exercise	ICT Delivery Manager	31/01/14

**AUDIT REPORT ACTION PLAN**

Report Title

Report No.

**TEC Services / Chief Executive's: Business Continuity Planning Arrangements**

HH11/002

REPORT REF.	GRADE	FINDING	RECOMMENDATION	AGREED ACTION	MANAGEMENT RESPONSIBLE OFFICER	IMPLEMENTATION TARGET DATE
3.2.3	High	The decision regarding which services are critical should the back-up data centre be used has not been agreed between ICT Service and the Council's Services.	(1) The list of critical services should be reviewed during the Service reviews of the BCP and this should be updated annually. This should ensure that all the selected services can run within the 10% capacity restraints.  (2) The limited capacity of the back-up data centre should be included in the Corporate BCP Strategy, to ensure it is managed correctly.	The critical services will be reviewed on an annual basis as part of the DR/BC annual review. A DR/BC "invoke" operating procedure will be updated to reflect the prioritisation of systems by the responsible officer within ICT Services.  Identify the limited capacity of the back-up data centre and include in the corporate BCP.	ICT Delivery Manager	31/10/13
3.2.4	Medium	Arrangements with some third party IT suppliers exist without having a BCP in place.	(3) The new suite of documents should include details regarding which actions are short term, medium term and long term solutions.	Due to current staffing levels and priorities this cannot be completed during this contract period.	ICT Delivery Manager	31/10/13



**AUDIT REPORT ACTION PLAN**

Report Title

Report No.

TEC Services/ Chief Executive's: Business Continuity Planning Arrangements

HH11/002

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	IMPLEMENTATION	
					RESPONSIBLE OFFICER	TARGET DATE
				For the third party Contracts under the Fujitsu contract, together with Fujitsu in the review meetings the BC will be assessed.		
3.2.5	High	No annual testing of the IT BCP and Disaster Recovery Plans has taken place.	The ICT Services should schedule the test date and provide the necessary resources and communicate this with the relevant Services.	An annual testing of the data centre will be completed March 2013 and will be undertaken on a yearly basis.	ICT Service Delivery Manager	31/07/13



## AUDIT REPORT ACTION PLAN

### Report Title

### Report No.

**Finance Service: Administration of Fuel Cards (Follow-up)**

**HK33/016**

The Action Plan contains 4 recommendations as follows:

#### Description

Major issues that managers need to address as a matter of urgency.

Important issues that managers should address and will benefit the Organisation if implemented.

Minor issues that are not critical but managers should address.

#### Total recommendations

Priority	Number
High	1
Medium	3
Low	0
<b>Total</b>	<b>4</b>

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	IMPLEMENTATION	
					RESPONSIBLE OFFICER	TARGET DATE
3.2.2	Medium	Although a standard process for requesting new fuel cards is in place, the procedure is not being fully adhered to.	<p>(1) Requests for new cards should be made using the standard fuel card request form, as set out in the Fuel Card User Reference Guide. Requests received in any other format should be rejected by Procurement staff and the requester informed to use the standard form.</p> <p>(2) Requests for new cards should only be processed by Procurement staff on appropriately authorised fuel card request forms and these should be held securely and retained for the appropriate period as set out in the Council's retention schedule.</p>	Procurement staff will return all applications not made on the appropriate form. They are already held securely as per the retention schedule.	Principal eProcurement Officer	Immediate

**AUDIT REPORT ACTION PLAN**

Report Title

Report No.

**Finance Service: Administration of Fuel Cards (Follow-up)**

HK33/016

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	RESPONSIBLE OFFICER	IMPLEMENTATION TARGET DATE
3.3.1	Medium	<p>4% of diesel purchases reviewed for a six month period, did not have the vehicle's mileage recorded. Whilst odometer reports are issued to budget holders, these are not followed-up to ensure that the appropriate corrective action has been taken.</p> <p>Second cards have been issued to some card holders for the purchase of petrol only. However, this cannot be enforced and there is a risk that multiple cards could be mixed up and/or misused.</p>	<p>(1) A more robust monitoring process should be set-up for showing cards for fleet vehicles where there has been a nil exception report, and focus on identifying recurring odometer reading will be sent to the relevant Budget Holders. Cards that have recorded nil transactions for 3 consecutive months will be highlighted to the relevant Budget Holders for action.</p> <p>Card User Reference Guide.</p>	<p>The Fuel Card guidance will be amended to reflect this change.</p> <p>Procurement can amend the record form to show which cards are for petrol, which for diesel and which for both.</p>	Principal eProcurement Officer	31/03/12
			<p>(2) Cards which may be used for multi-fuel purchases should be identified at the outset and recorded on the fuel card register. The level of petrol purchased and any which appear excessive should be investigated with the relevant budget holder. Any cards with multi-fuel purchases which have not been recorded as such should continue to be followed up through the mismatch report process.</p>		Principal eProcurement Officer	31/03/13

# AUDIT REPORT ACTION PLAN

Report Title

Report No.

Finance Service: Administration of Fuel Cards (Follow-up)

HK33/016

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	IMPLEMENTATION	
					RESPONSIBLE OFFICER	TARGET DATE
3.3.2	High	Fuel consumption monitoring is not undertaken. In addition, there is no reference to fuel consumption monitoring in the Fuel Card User Reference Guide.	In view of the significance of the total spend on fuel drawn through garages via fuel cards and also through Council depots it is important that a system is established to monitor and control fuel usage as a whole. In this respect, there are various options to consider, including where the responsibility for this should lie and the nature of the monitoring system. It is recommended therefore that TEC Services and Procurement staff should prepare and Options Appraisal to take this forward as a priority.	Options Appraisal to be produced.	Fleet Maintenance Manager and Head of Procurement	30/06/13
3.3.3	Medium	<p>Although a review of hire fuel cards has been undertaken, this was not documented. However, there has been a significant reduction in the number of such cards.</p> <p>There is no guidance in place which sets out the necessary controls required for the use of unassigned fuel cards.</p>	<p>(1) A further review of the use of fuel cards in relation to hire cars should be undertaken and documented by Business Support staff.</p> <p>(2) The Fuel Card User Reference Guide should make reference to unassigned fuel cards and the requirement that the issuing officer of "hire" cards maintains a transaction log to record the issue, use and return of the fuel card(s).</p>	Further review to be undertaken and documented.	Business Support Operations Managers	31/05/13
				The Fuel Card User Reference Guide will be amended to more clearly reflect the requirement to maintain a log.	Principal eProcurement Officer	31/03/13

**AUDIT REPORT ACTION PLAN**

Report Title

Finance Service: Administration of Fuel Cards (Follow-up)

Report No.

HK33/016

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	RESPONSIBLE OFFICER	TARGET DATE
3.3.3 (cont'd)	Medium	There are no checks undertaken to ensure that budget holders and card holders are complying with the requirements of the Fuel Card User Reference Guide.	(3) An audit procedure, similar to that carried out on Purchase Cards, should be undertaken on a regular basis by Business Support on a sample basis of fuel cards assigned to hire cars and evidence of the reviews retained. The Fuel Card User Reference Guide should be amended to include this audit check procedure.	Sample checks will be undertaken by Business Support on at least an annual basis. The Fuel Card User Reference Guide will be amended to include the requirement by Business Support to undertake sample checks.	Principal eProcurement Officer Operations Managers	31/05/13 31/05/13
<b>IMPLEMENTATION</b>						