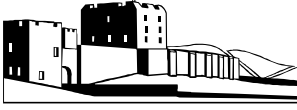


**CARLISLE
CITY COUNCIL**



AUDIT COMMITTEE

Committee Report

Public

Date of Meeting: 2nd August 2006

Title: Internal Audit Services Progress Report

Report of: Head of Audit Services

Report reference: Financial Memo FS37/06

Summary:

This report summarises the work carried out by Audit Services since the previous report to Committee.

Recommendations:

Members are requested to receive the report.

Contact Officer: Ian Beckett, Head of Audit Services **Ext:** 7292

Audit Services Progress Report

1 Summary of Audit Work

- 1.1 As previously agreed by Members of this Committee, Members will be supplied, at each meeting, with the Management Summary and the Summary of Recommendations and Action Plan for each audit which has been completed since the previous meeting.

Communications – **Appendix A /B**

Disaster Recovery and Business Continuity Plan – this is the subject of a separate item on the Agenda for this meeting – **Agenda A6 refers.**

2 Actions taken on Recommendations

- 2.1 At the previous meeting of this Committee (17th July 2006, Minute reference AUC.06/06(e) refers), Members asked that the date on which a recommendation had been actioned be included in future reports. Until now, this information has not been requested when carrying out follow-up reviews, only that action has been taken within the agreed period i.e. 6 months from the date of the final report.
- 2.2 Following this request from Members, however, the covering memo, together with the schedule itself, have been amended to ensure that the information will be available for all future follow-up reviews.
- 2.3 As already agreed, Members' attention will be drawn specifically to any recommendations which have not been actioned as agreed, and for which there is no acceptable reason.
- 2.4 The covering Memo, and the Schedule, are attached to this report for Members' attention as **Appendix C.**
- 2.5 In accordance with current procedure, all recommendations which are graded as "A" will be subject to a formal follow-up review.

3 Issues Relevant to the Statement on Internal Control

3.1 No further issues have arisen during the period covered by this report to which I need to draw Members' attention.

4 Other Emerging Issues

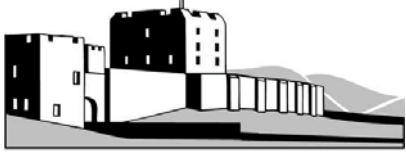
4.1 There are no further issues to which I wish to draw Members' attention at this time.

I. Beckett

Audit Services Manager

Aug 2006

**CARLISLE
CITY COUNCIL**



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Corporate Services

Internal Audit Services

Audit of Communications

Systems Review

Final Report

Distribution of Report	Head of Corporate Development (<i>Full report & Appendix Bi</i>) Director of People, Policy and Performance Acting Communications Manager Head of Community and Leisure (<i>Section 3 & Appendix Bii</i>) Head of IT Services (<i>Section 4 & Appendix Biii</i>) <i><u>Note: The Director of Corporate Services receives copies of all Final Audit Reports.</u></i>
Document Ref:	K:\CommitteeReports\Audit Committee\2 August 2006\FS.37.06 - Appendix A - Internal Audit Services Progress Report.doc
Date of Report:	9 th June 2006

1. Why was this Audit carried out?

1.1. The audit was undertaken as part of the agreed Audit Plan.

2. Background Information / Summary of the Audit Area

2.1. Corporate Communications staff are responsible for internal and external communications throughout the Authority. Their key functions include : -

- Providing internal and external communication about the Council's activities
- Production of the quarterly Carlisle Focus and Staff Focus
- Providing a graphic design, marketing and print procurement service for Units wishing to promote community events
- Enforcing the use of a corporate identity, to promote greater awareness within the community of all that the Council is involved in
- Leading on PR in the organisation and developing positive relations with the local media
- Leading on promoting Citizenship and democratic engagement, particularly in managing Local Democracy Week

3. Associated Risks of Providing this Service/Function

3.1. Examination of the Corporate and Operational Risk Registers noted that the following risks had been identified regarding Communications.

Corporate Risk Register:

Ref: 6

Failure to ensure External Communications are consistent across the authority and on-message, leading to :-

- *Reputational damage caused by mixed /inaccurate messages*
- *Loss of established relationships*
- *Negative perception of the council*

Operational Risk Register:

- *No risks are identified*

4. Scope of the Audit

4.1. Audit testing and verification has been carried out to form an opinion over the adequacy of systems and controls in place relating to the risks identified. Key areas for review are:

- *Performance Measures*
- *Policy*
- *Published Information*
- *E-Government*
- *Corporate Identity*

5. Overall Conclusion of the Audit Review

5.1. The audit highlighted that there are good controls in place, which are operating well. However, areas of weakness have been detected, which, if addressed, should make the system processes more robust and aligned with best practice. These areas are address by the recommendations included within the body of this report and Appendix B.

NB: The *Head of Corporate Development* should complete the shaded areas below – namely the action to be taken by the Directorate, the timescale for implementation and the Officer responsible for this action, when responding to the draft report.

<u>Ref</u>	<u>Issue</u>	<u>Recommendation</u>	<u>Grade</u>	<u>Action to be Taken (including responsible officer for overseeing the implementation)</u>	<u>Timescale</u>
1a	The intention of Performance indicators is to encourage a section to deliver a higher level of service. Both PI's for Communications have very been easily achieved. The targets do not appear to be challenging for the year ahead.	The local performance indicators should be amended so that the targets are challenging to the Unit.	C	LP126a already updated; target of 3,000,000 set for 2006/07 (refer BVPP). To set targets for subsequent 2 years. Acting Communications Manager	July 2006
1b	Other Authorities use two additional Local PI's. It could be of benefit if we adopted these also for comparative purposes	Considerations should given to adding the two additional Local Performance Indicators.	D	To consider cost / benefit of using these indicators to drive improvement Acting Communications Manager	July 2006
4a	The front page on the Carlisle City Council's website is not updated very regularly	The web site should be as up to date as is possible. Communications should ensure that the Web Development Officer is kept informed.	C	As recommendation Acting Communications Manager	Immediate and ongoing
4b	The News and Events section on the web site was poorly laid out and difficult to read	The web site should be easy to read and understand.	C	As recommendation Acting Communications Manager	Immediate & ongoing
5a	The Corporate identity policy should have been followed up in July 2002 but this never took place	The Corporate Identity Policy should be updated and approved by members.	C	Policy to be updated and reported to Executive & Overview & Scrutiny Committee Acting Communications Manager	September 2006

5b	Carlisle City Council's identity is not clear. The Authority agreed logo is The Castle. The Heraldic Crest is supposed to be just for mayoral use but has been found used for Authority signage	The corporate identity of Carlisle City Council should be enforced by the usage of the Castle Logo.	C	As recommendation	Immediate & ongoing
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Corporate Services - Audit Services

INTERNAL MEMORANDUM

From: Audit Services	Please ask for:	Beverley Fisher
To:	Extension:	
FAO:	E-mail:	
	Your ref:	
	Our ref:	

xxxxx 2006

Follow Up of the Audit of xxxxxxxxxx

The audit of xxxxxxxxxxxx, the final audit report of which was issued on xxxxxxxxxxxx, is now due to be followed up to ensure that all agreed action points arising from the review have been implemented in accordance with previously agreed conditions.

In order to carry out the follow up, I attach a Follow Up Schedule of Agreed Actions which details the agreed actions arising from this audit which you, as a key officer responsible for this system, were responsible to action. Please confirm the arrangements you have put in place to ensure effective implementation of these actions by completing the shaded area on the Schedule. For each agreed action listed, please detail the procedures applied to ensure effective implementation, when this was done and how you are assured that it has been successfully implemented.

Once you have completed the Schedule, please could you discuss it with your Director before passing it back to Internal Audit. I would appreciate your full response by xxxxx, as this follow up audit is scheduled to be presented to the Audit Committee on xxxxxxxx. **Please note that prompt action is important as failure to respond to and/or provide all the necessary information by this date will also be reported.**



I Beckett
Head of Audit Services

**Audit of xxxxxxxxxxxx
(final report issued xxxxx).**

FOLLOW UP SCHEDULE OF AGREED ACTIONS

(Insert Service Area), (Insert Directorate)

Date Follow up Audit completed xxxxx

Key Officer responsible for implementing Agreed Actions :xxxxxxxxxxxxxxxxxxxx

Ref	Issue Raised	Agreed Audit Action to be Implemented	Grade	Level of Risk (H,M or L)	Target Date	implement this Agreed Audit Action	date	satisfied that the Agreed Audit Action has been fully implemented? – <i>include any matters outstanding / concerns arising</i>
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