



**INTERNAL AUDIT AND COUNTER FRAUD
PROGRESS REPORT
AUDIT COMMITTEE
15 January 2024**

1. Introduction

The role of the Internal Audit function is to provide Members and Management with independent assurance that the control, risk and governance framework in place within the Council is effective and supports the Council in the achievement of its objectives. The work of the Internal Audit team should be targeted towards those areas within the Council that are most at risk of impacting on the Council's ability to achieve its objectives.

Upon completion of an audit, an assurance opinion is given on the effectiveness of the controls in place. The results of the entire programme of work are then summarised in an opinion in the Annual Internal Audit Report on the effectiveness of internal control within the organisation.

This activity report provides Members of the Audit Committee and Management with 5 summaries of completed work between September and December 2023.

2. Key Messages

- 5 audits have been finalised to draft/final report in the period. The summaries are contained in **Appendix A**
- 15 of 18 audits from the 2023/24 rolling Audit Plan are either in progress or completed with the remaining audits due to commence in quarter 4 of 23/24. **Appendix B**

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3. Resources

In accordance with the Public Sector Internal Audit Standards, Members need to be appraised of relevant matters relating to the resourcing of the Internal Audit function. The key updates are as follows:

- Permanent recruitment for the Deputy Audit Manager posts has been completed, successfully.
- Permanent recruitment for the vacant Auditor post has been completed.
- Permanent recruitment for the vacant Trainee Auditor post has been completed
- The Counter Fraud Technician supporting Tonbridge and Malling has recently left the team. The duties are being covered by the Fraud team and it is planned to recruit into this vacant post in the near future.

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4. 2022/23 Internal Audit Plan

The audit summaries are provided at [Appendix A](#). A summary is provided on current progress against the 2023/24 Audit Plan.

Table 1- Audit Plan Status

Status	Number of Audits	%
Not yet started	3	17%
Planning	2	11%
Fieldwork	6	33%
Ongoing	2	11%
Draft Report	3	17%
Final Report	2	11%
On Hold	0	0
Removed/ Deferred	0	0
Total	18	

[Appendix B](#) sets out progress against the Rolling 2023-24 Audit Plan.

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Table 2 – Summary of Audits by Committee Meeting

With each Progress report, Internal Audit turns the spotlight on the audit reviews, providing the Governance and Audit Committee with a summary of the objectives of the review, the key findings, conclusions and recommendations; thereby giving the Committee the opportunity to explore the areas further, should it wish to do so.

In this period, the following report summaries are provided at **Appendix A** for the Committee's information and discussion.

Audit Definitions are provided at **Appendix D**

Audit Committee – 15 th January 2024			
No	Audit	Opinion	Prospects for Improvement
1	Estates Management	Substantial	TBC
2	IT Development	Adequate	TBC
3	Local Plan	Advisory	N/A
4	Accounts Receivable	Substantial	Good
5	S106 Arrangements	Substantial	Very Good

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5. Quality Assurance and Improvement Programme

As part of the Public Sector Internal Audit Standards (PSIAS), Internal Audit is required to maintain a Quality Assurance and Improvement Programme (QAIP), which is overseen by the Audit Committee. The QAIP summarises all the measures in place to enable an evaluation of the Internal Audit's conformance with the PSIAS including the Code of Ethics. A detailed Internal self-assessment is undertaken annually and was last completed in December 2022. The result of the assessment was that the Internal Audit service was deemed to 'Generally Conform' with the PSIAS.

During 2023 the International Professional Practices Framework was reviewed and consulted on. This has led to a new, updated, set of Internal Audit standards, which are to be issued in January 2024, for implementation in January 2025.

The standards will be set across 15 principles, under 5 domains. There will be notable differences, most significantly domain 3 'Governing the Internal Audit Function'. It is likely this will incorporate additional requirements from senior management and the Audit Committee.

Due to these changes a self-assessment has not been completed this year and a 'gap analysis' will be conducted once the new framework is issued to identify areas of non-compliance. An improvement plan will then be developed and presented to Audit Committee to address these gaps.



Global Internal Audit Standards Five Domains, 15 Principles



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6. Issue Implementation

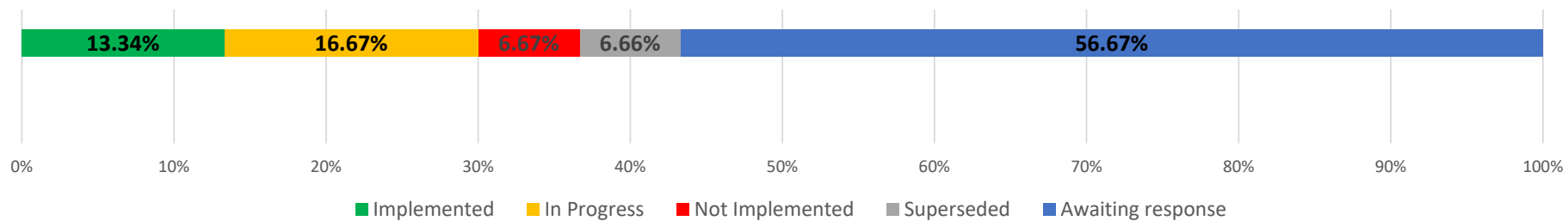
Details of the current position on the 'Implementation of Agreed Management Actions' is set out at **Appendix C**. 6 recommendations have been implemented or superseded resulting in 24 being outstanding. The status of the outstanding 24 actions are categorised by the assurance level assigned to the original report.

The status of implementation for the 30 due actions is summarised below:

Summary of Issue Implementation

	Total Number due for Implementation		Implemented		In Progress		Not Implemented		Superseded		Awaiting a Response	
	High	Medium	High	Medium	High	Medium	High	Medium	High	Medium	High	Medium
Total	5	25	2	2	0	5	0	2	1	1	2	15
Total %			6.67%	6.67%	0%	16.67%	0%	6.67%	3.33%	3.33%	6.67%	50.00%

Overall Implementation of Agreed Management Actions



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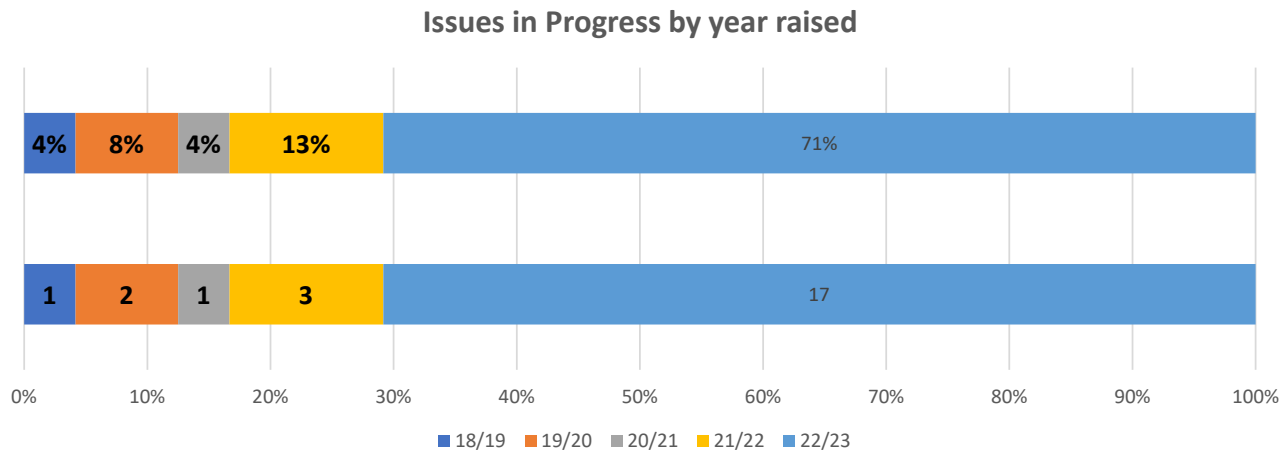
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Progress on longstanding issues. 24 issues remain “in progress” for the period. 3 issues (1 High and 2 medium priority) are longstanding issues which have remained open past their original implementation date for over 3 years. Updates and revised implementation dates are detailed below.



Ref	Audit	Priority	Original Date	Revised Date	Update
TM03-2019	Procurement - Policy and procedure governance - Updates to policies, procedures and purchasing guide.	Medium		TBC	Update 19/12/2023: A meeting of the Procurement OSG has now taken place following the recent Grant Thornton Report. This recommendation was identified as a priority task for the group and Management Team approval is to be sought to appoint a Procurement Officer to action this recommendation and take the lead on procurement matters going forward for the authority.
TM07-2020	IT Network Physical Access and Security - ICT Policies - Ensure all ICT policies are sent to all Elected Members	Medium		TBC	Update June 2023: Anticipated functionality is still missing from policy management software. Still works only from Windows Desktop and not via iPad. Ongoing to identify a solution.
TM16-2020	Facilities management - Database for reactive works - Develop a database to record all reactive works including ability to log issues raised by staff	High		TBC	Original response: Having the resources (time) to investigate options and implement a system will be dependent on us being able to appoint a replacement surveyor. Update 05/07/2022 This is a significant piece of work and has not yet been progressed. I would suggest we review this again in 12 months.

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7. Counter Fraud Update

Prevention and Detection of Fraud, Bribery and Corruption

This section of the report provides details of the Council's activity in preventing and detecting fraud and corruption during quarter one of 2023/24. The counter fraud team are attending the OSG on Procurement to support management in the findings from the Grant Thornton review, including the need to embed fraud risks within any procurement risk assessments, as well as progressing the need to deliver procurement fraud awareness to those involved in the procurement process.

National Fraud Initiative

The Counter Fraud Team has collated the data specified by the Cabinet Office for the 2023/24 exercise. This includes reviewing the data to ensure it complies with the formats required and uploading in the required timescale.

The NFI biennial and flexible data matching service is progressing with matches being reviewed by relevant teams. A summary of activity is shown in **Appendix E**. To date this has identified £14,896 in benefit overpayments in addition to estimated savings going forward of £36,950.

Kent Intelligence Network

The Kent Intelligence Network continues to support Local Authorities in Kent in preventing and detecting fraud. The key focus area for 2023/24 continues to look at fraud and error within Single Person Discounts, Small Business Rate Relief and unrated business and residential premises.

In addition, a review of all discounts/exemptions within Business Rates is under way, the review is to reaffirm the award of a discount/exemption or to amend the account if circumstances have changed.

During the first half of this year the following results have been achieved:

- Single person discount to financial matches £6,856 increased council tax liability
- Single person discount to NFI matches £58,431 increased council tax liability
- Single person discount reviews from fraud referrals £3,593 increased council tax liability
- Unrated businesses £251,130 increased liability
- Retriever debtor tracing £132,754 for recovery action
- Business rates review £64,290 increased rates liability

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7. Counter Fraud Update

Investigating Fraud, Bribery and Corruption

A summary of cases referred or carried into the current fiscal year can be found in **Appendix F**

A total of 45 referrals have been received by the Counter Fraud Team during the first half of 2023/24. The most reported fraud type is council tax reduction with housing benefit or universal credit attached, where nineteen referrals have been received. The second most reported fraud type is single person discount where a total of fifteen referrals have been reported.

A total of 26 cases were carried forward from 2022/23, of which 23 are now closed. The outcomes of these cases are:

- 3 cases have been referred externally to the DWP.
- 13 cases closed, where no further action is required.
- 5 cases have been referred internally.
- 2 cases closed, housing application withdrawn

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TM04-2024 Local Plan

Audit Opinion	ADVISORY
Prospects for Improvement	N/A

Background

A priority of the Corporate Strategy 2023 - 2027 is to 'Develop a Local Plan which will ensure the provision of new homes in appropriate locations, focusing on tackling the need to deliver a range of housing for the whole community.'

Following Internal Audit's consultancy engagement in 2022/23, it was agreed that it would undertake further consultancy engagement on the preparation of the draft Local Plan, as part of the 2023/24 Internal Audit Plan.

Update on Advisory Recommendations

Status	Previous Recommendations
Implemented	4
In Progress	2
Not Yet Started	2

Findings & Observations

Governance

- There continues to be appropriate governance structures in place to ensure that there is a clear strategic direction, and the preparation of the Local Plan is properly scrutinised and approved.
- There are regular meetings with key stakeholders to update attendees on recent events, risks and issues, although few actions arise.

- Planning Policy stand up Team Meetings take place on a weekly basis and formal Team Meetings take place every other week. Notes are detailed but they do not include a separate action log to record and track when actions were raised. **(Recommendation 1)**

Risk & Issues Management

- The Local Plan Risk & Issues Register are used to identify, review, and assess risks and issues that threaten the adoption of the Local Plan, including those associated with managing the transitional arrangements.
- The consequence for the risk associated with Planning Reforms is clear that transitional arrangements are '*exceptionally challenging to meet – with potential for missed deadlines and the need to restart under new arrangements.*'
- High priority risks have been escalated to Strategic Management Team (SMT) in a timely manner and these risks were already sufficiently reflected on the Strategic Risk Register.

Procurement - General

- Planning Policy should consider carrying out appropriate the due diligence checks, ahead of appointing consultants. **(Recommendation 2).**
- There is a lack of corporate specialist procurement advice and TMBC's Procurement Strategy (2017) is out of date. In addition, contracts are stored locally rather than in a central corporate location.
- As advised by IT the software will be procured using the G-Cloud procurement framework. This will also assist in implementing the software in time for the Regulation 18b consultation.
- The Project Manager is keen to take on board Audit's advice and put controls in place to assist with the timely implementation of reliable software. **(Recommendation 3)**

Time Management

- Transitional arrangements mean that 30th June 2025 is the latest submission date for old-style plans, although these dates have not yet been confirmed by government. Cabinet have approved the challenging Local Development Scheme (LDS timetable). Senior Management and the Portfolio Holders are updated on progress against milestones at regular meetings.

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TM04-2024 Local Plan (Continued)

- Members will be formally updated on Local Plan progress, against the milestones in the LDS, when the Authority Monitoring Report (AMR) is reported in May 2024.
- A new more efficient Consultation Portal, potentially with AI, is being procured ahead of the Regulation 18b consultation in Spring 2024, to speed up analyse the representations received.
- The Local Plan Microsoft Project Work Programme used to manage Local Plan tasks and resources is updated at least bi-weekly. If the LDS timeline becomes unachievable, then as soon as it is known that the first milestone will not be met, this will be reported to members for a decision to be made about the way forward.

Quality Management

- Evidence based documents are reviewed by at least two people and are scrutinised by Members alongside the draft Local Plan.
- The 5-year Housing Land Supply analysis for 2023/24 was not completed until mid-November, so it takes too long to compile and analyse.
- There are plans to automate the process, but this project has not been prioritised by IT. **(Recommendation 5)**
- The PPM aspires to have a system like that in other effective local planning authorities, but the relevant officers in Planning Policy and IT have not seen an ideal solution, so do not appreciate its requirements or benefits. **(Recommendation 6)**

Communication

- Stakeholders are identified in the Statement of Community Involvement and controls are in place to ensure that consultations meet minimum requirements.
- Representation of final outcomes and analysis are not yet reported on a timely basis but, the procurement of the new consultation portal is intended to speed up the analysis for the Reg 18b consultation.

Duty to Co-Operate (DtC)

- The DtC log shows that meetings have continued with key bodies.
- Whilst the DtC log is up to date with the most recent meetings, there is some missing information for attendees, key matters, and links to minutes. **(Recommendation 7)**

Advisory Recommendations

Please note the following findings/advisory recommendations have been raised:

1. There should be a separate action log for Planning Policy Team Meetings to help keep track of when actions were raised, who is responsible for actions, status updates and due dates.
2. Planning Policy should consider carrying out the appropriate due diligence checks, such as those listed in Appendix A, ahead of appointing consultants.
3. The Project Manager for the Consultation Portal procurement should put sufficient controls in place (such as those outlined in Appendix B) for the timely implementation of reliable software.
4. Add sharing local/institutional knowledge to Team Meeting agendas, so these discussions can be scheduled in periodically at appropriate times. This will help to expand and retain the team's knowledge.
5. IT should prioritise HLS automation, as it is important to have up to date, complete and accurate data to feed into the development of the draft Local Plan and to share with KCC and the NHS.
6. The PPM is to investigate Housing Land Supply systems/data analytics good practice with similar authorities and share this with IT and relevant officers, so they understand the requirements and benefits of an efficient and effective system.
7. Ensure that the DtC log is complete including fields for those in attendance, key matters, outcomes, and links to minutes, to ensure the evidence is easily available to demonstrate DtC compliance to the Inspector.

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TM01-2024 Estates Management

Audit Opinion

Substantial

Prospects for Improvement

TBC

Key Strengths

- The aims and objectives of the project have, from the outset, been clearly detailed in reports to management and members to ensure appropriate stakeholder engagement.
- Project plans have been developed with due consideration given to how the project will not only achieve long term savings for TMBC but also how the plans align with the priorities and objectives outlined in Key TMBC Strategies and Policies.
- Contractual and Legal responsibilities in relation to the proposed sale of Gibson West have been researched and understood and there is a demonstrable clear understanding of the restrictive covenant in place.
- Appropriate negotiations have and continue to take place with Kent County Council regarding the lifting or amending of parts of the restrictive covenant. These negotiations together with an intention to seek an indemnity insurance policy are expected to lead to a positive outcome for the Council and enable the eventual sale of Gibson West to proceed.
- The Gibson East development and refurbishment proposals have been developed following a full assessment of the needs and requirements for all areas of the Council and include reasonable provision for potential future changes.
- The project budget has been calculated based on up-to-date cost estimates provided by the design team and this continues to be updated as designs become more refined. Project budget has been agreed as Capital spend and agreed by Cabinet.
- Project budget monitoring is established and there are robust plans in place to monitor project spend versus progress once the construction phases commence.

- Procurement of the design team followed TMBC procurement procedures.
- The project is currently being appropriately managed with evidence of regular, minuted project meetings and appropriate information being provided to management, members and staff impacted by proposals.

Areas for Development

- Whilst Internal Audit had identified no concerns regarding the competency of the Head of Administrative and Property services to manage a project of this significance, there are concerns that there may be limited capacity for this project to be managed by one person alongside undertaking standard day to day responsibilities and managing the requirements of other arising property projects. **(Issue 1)**
- The project risk register adequately details identified risks but could be enhanced by the inclusion of additional information. **(Issue 2)**

Prospects for Improvement

Summary of Management Responses

	No. of Issues Raised	Mgt Action Plan Developed	Risk Accepted & No Action Proposed
High Risk	0	NA	NA
Medium Risk	1	TBC	0
Low Risk	1	TBC	0

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TM03-2023 IT Development

Audit Opinion

ADEQUATE

Prospects for Improvement

TBC

Key Strengths

- The IT Development team provide weekly updates to management on the progress of the team workload, highlighting developments and possible delays.
- Development requests submitted through the Help Desk are recorded electronically providing a robust record of requests.
- Team training is being considered to assist the Development Team in being able to follow processes consistently and manage their workload efficiently.
- The team are developing a Power BI dashboard that will allow improved visibility and monitoring of ongoing workloads across the development team, including the assigned developer, priority level, progress status, and other key information.

Areas for Development

- The IT Development Team use three records to record and monitor the progress of requests and projects. Internal Audit identified that Redmine, which is used to track the progress of milestones and key dates of bigger projects is not being consistently updated to provide an accurate view of project progress. **Issue 1**
- There are guideline Service Level Agreement (SLA) implementation dates for development requests displayed on the StaffNet, these vary from 1 day to 1 month or as agreed with the requestor depending on the type of request and priority level. The adherence to these SLA's was unable to be assessed as the IT Development Team could not accurately identify from their records when a development request was raised, when work was assigned or progressed and when the request was completed. Internal Audit were advised that development requests are not given completion timescales or dates when the request is initially raised as these are established when the development team commence work on the request and have agreed the scope. **Issue 2**

- The outline development scope is usually included in the initial request made by the customer through the IT Helpdesk, this is then discussed further between the assigned member of the IT development team and the requestor, either by telephone or email. Internal Audit established that records of these discussions are held separately to the ticket raised via Helpdesk and therefore it is not always clear to anyone other than the assigned developer what is included within the project scope and therefore the resources required. **Issue 3**
- Agreed project scope is not translated into a project budget in terms of expected working days/hours needed to complete the request. The development team are therefore unable to fully understand their current workload in terms of total number of hours/days required in total, already completed or outstanding per existing project or across all projects. This subsequently impacts on ability to provide an accurate estimated completion timescale for new requests. **Issue 3**
- There is currently no established procedure for the development team to follow when receiving requests from management to reprioritise existing development requests or projects. **Issue 4**

Prospects for Improvement

Summary of Management Responses

	No. of Issues Raised	Mgt Action Plan Developed	Risk Accepted & No Action Proposed
High Risk	0	NA	NA
Medium Risk	3	TBC	TBC
Low Risk	1	TBC	TBC

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TM10-2024 Accounts Payable

Audit Opinion

SUBSTANTIAL

Prospects for Improvement

GOOD

Scope of Limitation

Areas of scope of limitation due to inability of the business to provide audit with the right information include:-

- Inability to test the full accuracy of the back-office data for the bin subscription in Garden Waste.
- Inability to test the accuracy of the bank reconciliations for income.
- Samples were not provided for testing of the commercial property income.
- Insufficient evidence was provided to ascertain the accuracy of the aging receivables to the GL balance for FY 22-23

Key Strengths

- There are adequate policies and procedures in place.
- Unallocated receipts are constantly monitored and customers who have overpaid are identified. Attempts are always made to refund moneys back where applicable.
- The raising of an invoice system is automated on Integra.
- Credit notes and adjustments are completed. There is a good segregation of duties with different systems access.
- There is accuracy of payments issued in Integra.
- There is a clear understanding of the information required by management for reporting on the sales ledger and oversight of their reconciliations.
- Write offs are processed as per corporate policy with strong segregation of duties.

Areas for Development

- The write offs are currently reviewed at least twice a year. Through conversations it was found that there was a lack of communication between the business units and write off for homelessness income needs to be checked more regularly. **Issue 1**
- Diary checks on Integra prior to sending reminder invoices is a manual process and efficiencies could be introduced. **Issue 2**
- The KPIs could be strengthened to better reflect the accounts receivables monitoring and reviews. **Issue 3**
- There is lack of shared knowledge within the Garden Waste Team and the audit found there is no procedure documents within the business unit. **Issue 4**

Prospects for improvement

- Finance and management have agreed on recommendations raised and provided positive points to action with set timescales.
- The Council has experienced and long serving staff involved in accounts receivable processes.
- There is a reliance on individuals to complete unit specific task with a potential lack of resilience.

Summary of Management Responses

	No. of Issues Raised	Mgt Action Plan Developed	Risk Accepted & No Action Proposed
High Risk	0	NA	NA
Medium Risk	1	1	0
Low Risk	3	3	0

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TM10-2024 s106 Agreement Governance

Audit Opinion	SUBSTANTIAL
Prospects for Improvement	VERY GOOD

Key Strengths

- TMBC works with the local community and other stakeholders to ensure that planning contributions are used in a fair and transparent way to maximise the benefits and opportunities arising from development, such as new affordable homes, community infrastructure, jobs and environmental improvements.
- A robust process is in place for the application and authorisation of S106 agreements.
- All 10 S106 agreements reviewed had been signed and sealed by all parties to the agreement without exception.
- TMBC are accurately processing and actively monitoring reciprocal covenants.
- In accordance with the new protocol, the terms of reference of the monitoring group has been set up and approved. The first two meetings have already taken place and detailed minutes provided. Members receive quarterly S106 reports and sign off on the annual Infrastructure Statement. The annual Infrastructure Statement is published on 31st December each year. The most recent Statement included photographs of completed S106 agreements.
- KCC has been removed as a signatory where there is no requirement for a reciprocal covenant. As a result, duplication of resource has been avoided for both authorities.

Areas for Development

- The treatment of reciprocal covenants by TMBC and KCC is inconsistent. Contrary to advice from the Planning Advisory Service, KCC treats triggers as being met at the completion of the S106 agreement rather than achievement of specific covenants, as set out in the S106 agreement e.g. completion of 14 units of affordable housing. This is not a prudent approach as there is often a considerable time lag between the completed S106 agreement and the achievement of a specific covenant. **See recommendation 1.**

- For one reciprocal covenant the monies £82,691.46 had been paid to TMBC rather than KCC. Despite repeated requests, no invoice has been forthcoming from KCC and as a result the monies have not yet been paid over. **See recommendation 1.**
- One of the 10 S106 agreements reviewed had not been dated by Legal Services. **See recommendation 2.**

Prospects for Improvement

- There is reliance on the Senior Development Obligations Officer for the provision of the S106 monitoring service after completion of the agreement, however this is being addressed by the training of another member of staff. Training guidance has been set-up for this process.
- A new Agile system was due to be implemented in July 2023, which feeds data from the S106 system and will facilitate improved reporting. It is hoped that the new system will be live by October/November 2023.
- In future it is planned to use Power BI to report and give access to live data for Members. The implementation of Power Bi is reliant on the new Agile system being in place.
- It is planned that the annual Infrastructure Report will include more photos and graphs to provide a more visual presentation of S106 agreements delivered for local communities.

Summary of Management Responses

	No. of Issues Raised	Mgt Action Plan Developed	Risk Accepted & No Action Proposed
High Risk	0	NA	NA
Medium Risk	1	1	0
Low Risk	1	1	0

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Ref	Audit	Status	Assurance	Prospects for Improvement	Committee
TM01-2024	Estates Management	Draft Report	Substantial	TBC	January GAC
TM02-2024	Savings plan / Transformation Strategy	Fieldwork			
TM03-2024	IT Development	Draft Report	Adequate	TBC	January GAC
TM04-2024	Local Plan	Draft Report	Advisory	N/A	January GAC
TM05-2024	S106 Agreements	Complete	Substantial	Very Good	January GAC
TM06-2024	BCP	Fieldwork (On Hold)	Advisory	N/A	
TM07-2024	Parking - Follow Up	Fieldwork			
TM08-2024	Agile Board	Ongoing	Advisory	N/A	
TM09-2024	Castle Project	Ongoing	Advisory	N/A	
TM10-2024	Accounts Receivable	Complete	Substantial	Good	January GAC
TM11-2024	GDPR - Incident Reporting	Fieldwork			
TM12-2024	Agile Post Implementation review - Lessons Learnt	Planning			
TM13-2024	Communications Strategy	Fieldwork			
TM14-2024	IT Helpdesk	Not Yet Started			
TM15-2024	Planning Enforcement	Planning			
TM16-2024	Waste Partnership	Not Yet Started			
TM17-2024	Contract Management - Leisure Trust	Not Yet Started			
TM18-2024	Corporate Performance Management Framework	Fieldwork			

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Engagement Reference	Engagement Name	Audit Opinion	Title	Risk Rating	Directorate	Status
TM03-2019	Procurement	Adequate	18-19/3 Procurement - Policy and procedure governance	Medium	Finance and Transformation	In Progress
TM07-2022	IT Network Physical Access and Security	Substantial	19-20/7ICT Policies	Medium	Finance and Transformation	Awaiting Response
TM16-2020	Facilities management	Adequate	19-20/16 Database for reactive works	High	Central Services	Awaiting Response
TM18-2021	General Ledger	Substantial	20-21 General Ledger - Feeder System Procedure Notes	Medium	Finance and Transformation	Awaiting Response
TM08-2022	Council Tax Administration	Substantial	21-22 Management of credit balances	Medium	Finance and Transformation	Awaiting Response
TM05-2022	Recruitment and Retention	Adequate	21-22 Recruitment and Selection Policy	Medium	Central Services	In progress
TM05-2022	Recruitment and Retention	Adequate	21-22. Identification of essential and difficult to fill posts and succession planning	Medium	Central Services	In Progress
TM23-2023	Disabled Facilities Grant	Adequate	Issue 1 - Monitoring of Cases and Finances	Medium	Planning Housing and Environmental Health	Awaiting Response
TM23-2023	Disabled Facilities Grant	Adequate	Issue 2 - The Scope of Human Error	Medium	Planning Housing and Environmental Health	Awaiting Response
TM03-2023	Members Declaration of Interest / Expenses	Substantial	Declarations of Interest	Medium	Central Services	Awaiting Response
TM03-2023	Members Declaration of Interest / Expenses	Substantial	Code of Conduct Training	Medium	Central Services	Awaiting Response
TM25-2022	Fly Tipping	Adequate	22-23 Fly Tipping - 1. The Monitoring and Oversight of Cases	Medium		In Progress
TM10-2023	Accounts Payable	Substantial	Delegated Financial Limits	Medium	Finance and Transformation	Awaiting Response
TM10-2023	Accounts Payable	Substantial	VAT Checks on New Suppliers	Medium	Finance and Transformation	Awaiting Response
TM10-2023	Accounts Payable	Substantial	Invoice Tolerance Level	Medium	Finance and Transformation	Awaiting Response
TM09-2023	Business Rates Admin	Substantial	Business rates reliefs and exemptions	Medium	Finance and Transformation	Awaiting Response
TM12-2023	Fire Safety - Gibson Building	Substantial	Fire Safety compliance.	Medium	Central Services	In Progress
TM05-2023	Freedom of Information and Subject Access Requests	Adequate	Processing of Requests	High	Central Services	Awaiting Response
TM05-2023	Freedom of Information and Subject Access Requests	Adequate	Oversight and Monitoring of Requests	Medium	Central Services	Awaiting Response
TM05-2023	Freedom of Information and Subject Access Requests	Adequate	Verification of Requester	Medium	Central Services	Awaiting Response
TM04-2023	Taxi and Vehicle Licensing and Monitoring	Adequate	2. DBS Certificates for license renewals	Medium	Central Services	Awaiting Response
TM04-2023	Taxi and Vehicle Licensing and Monitoring	Adequate	3. Completeness of tracking spreadsheets	Medium	Central Services	Awaiting Response
TM04-2023	Taxi and Vehicle Licensing and Monitoring	Adequate	4. Establishing whether the current number of approved garages is appropriate	Medium	Central Services	Awaiting Response
TM04-2023	Taxi and Vehicle Licensing and Monitoring	Adequate	5. Contracts and service level agreements with approved garages	Medium	Central Services	Awaiting Response

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High	<p>Internal control, Governance and the management of risk are at a high standard. The arrangements to secure governance, risk management and internal controls are extremely well designed and applied effectively.</p> <p>Processes are robust and well-established. There is a sound system of control operating effectively and consistently applied to achieve service/system objectives.</p> <p>There are examples of best practice. No significant weaknesses have been identified.</p>	Limited	<p>Internal Control, Governance and the management of risk are inadequate and result in an unacceptable level of residual risk. Effective controls are not in place to meet all the system/service objectives and/or controls are not being consistently applied.</p> <p>Certain weaknesses require immediate management attention as there is a high risk that objectives are not achieved.</p>
Substantial	<p>Internal Control, Governance and management of risk are sound overall. The arrangements to secure governance, risk management and internal controls are largely suitably designed and applied effectively.</p> <p>Whilst there is a largely sound system of controls there are few matters requiring attention. These do not have a significant impact on residual risk exposure but need to be addressed within a reasonable timescale.</p>	No Assurance	<p>Internal Control, Governance and management of risk is poor. For many risk areas there are significant gaps in the procedures and controls. Due to the absence of effective controls and procedures no reliance can be placed on their operation.</p> <p>Immediate action is required to address the whole control framework before serious issues are realised in this area with high impact on residual risk exposure until resolved</p>
Adequate	<p>Internal control, Governance and management of risk is adequate overall however, there were areas of concern identified where elements of residual risk or weakness with some of the controls may put some of the system objectives at risk.</p> <p>There are some significant matters that require management attention with moderate impact on residual risk exposure until resolved.</p>		

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Prospects for Improvement		Issue Risk Ratings	
Very Good	There are strong building blocks in place for future improvement with clear leadership, direction of travel and capacity. External factors, where relevant, support achievement of objectives.	High	There is a gap in the control framework or a failure of existing internal controls that results in a significant risk that service or system objectives will not be achieved.
Good	There are satisfactory building blocks in place for future improvement with reasonable leadership, direction of travel and capacity in place. External factors, where relevant, do not impede achievement of objectives.	Medium	There are weaknesses in internal control arrangements which lead to a moderate risk of non-achievement of service or system objectives.
Adequate	Building blocks for future improvement could be enhanced, with areas for improvement identified in leadership, direction of travel and/or capacity. External factors, where relevant, may not support achievement of objectives	Low	There is scope to improve the quality and/or efficiency of the control framework, although the risk to overall service or system objectives is low.
Uncertain	Building blocks for future improvement are unclear, with concerns identified during the audit around leadership, direction of travel and/or capacity. External factors, where relevant, impede achievement of objectives.		

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Report	Title	Description	All	Outstanding	Estimated Savings	Overpayment Reclaimed	Notes
2	Housing Benefit Claimants to Student Loans	To identify individuals who are claiming benefits, but whose student loan eligibility results in them being ineligible for those benefits	4	0	£0	£0	Housing benefit had been cancelled already on all matches bar one, on which the student loan had been declared
29.1	Housing Benefit Claimants to Housing Benefit Claimants - Phone Number	To identify an individual that is claiming housing benefit from one or more local authority simultaneously	1	0	£0	£0	Poor quality match
49.1	Housing Benefit Claimants to DWP Deceased	The purpose of the match is to identify instances where the claimant has passed away but the payment of benefit may have continued after the date of death	10	0	£0	£0	Accounts closed prior to investigation
66	Payroll to Payroll	To identify individuals who may be committing employment fraud by failing to work their contracted hours because they are employed elsewhere or are taking long-term sickness absence from one employer and working for another employer at the same time	1	0	£0	£0	Employment dates did not overlap
80	Payroll to Creditors	The match identifies instances where an employee and creditor are linked by the same bank account or the same address to identify employees with interests in companies with which your organisation is trading	33	0	£0	£0	Identified to be internal petty cash claims, verified by finance
81	Payroll to Creditors		20	0	£0	£0	Identified to be internal petty cash claims, verified by finance
91	Housing Benefit Claimants to Waiting List	To identify possible cases of housing benefit fraud where an individual appears to be resident at two different addresses as the address on the housing benefit system differs from the one they have declared on their waiting list application	11	0	£0	£0	All set to closed as part of a batch
93	Housing Benefit Claimants to Waiting List		1	0	£0	£0	Applicant removed from housing list prior to investigation
243	Waiting List to Housing Benefit Claimants		15	0	£8,566	£0	All closed as no issues found with the exception of two applications which were cancelled as a result of the NFI match
172.3	Resident Parking Permit to DWP Deceased		21	0	£0	£0	All permits expired or cancelled prior to investigation
233	Waiting List to Housing Tenants	To identify where an individual appears to have registered on the waiting list using a different address to the one on the housing rents system suggesting possible undisclosed changes in circumstances or that false information has been provided	5	0	£0	£0	All applicants removed prior to investigation
242	Waiting List to Housing Benefit Claimants		5	0	£0	£0	All applicants housed or removed from housing register prior to investigation

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Report	Title	Description	All	Outstanding	Estimated Savings	Overpayment Reclaimed	Notes
2	Housing Benefit Claimants to Student Loans	To identify individuals who are claiming benefits, but whose student loan eligibility results in them being ineligible for those benefits	4	0	£0	£0	Housing benefit had been cancelled already on all matches bar one, on which the student loan had been declared
29.1	Housing Benefit Claimants to Housing Benefit Claimants - Phone Number	To identify an individual that is claiming housing benefit from one or more local authority simultaneously	1	0	£0	£0	Poor quality match
49.1	Housing Benefit Claimants to DWP Deceased	The purpose of the match is to identify instances where the claimant has passed away but the payment of benefit may have continued after the date of death	10	0	£0	£0	Accounts closed prior to investigation
66	Payroll to Payroll	To identify individuals who may be committing employment fraud by failing to work their contracted hours because they are employed elsewhere or are taking long-term sickness absence from one employer and working for another employer at the same time	1	0	£0	£0	Employment dates did not overlap
80	Payroll to Creditors	The match identifies instances where an employee and creditor are linked by the same bank account or the same address to identify employees with interests in companies with which your organisation is trading	33	0	£0	£0	Identified to be internal petty cash claims, verified by finance
81	Payroll to Creditors		20	0	£0	£0	Identified to be internal petty cash claims, verified by finance
91	Housing Benefit Claimants to Waiting List	To identify possible cases of housing benefit fraud where an individual appears to be resident at two different addresses as the address on the housing benefit system differs from the one they have declared on their waiting list application	11	0	£0	£0	All set to closed as part of a batch
93	Housing Benefit Claimants to Waiting List		1	0	£0	£0	Applicant removed from housing list prior to investigation
243	Waiting List to Housing Benefit Claimants		15	0	£8,566	£0	All closed as no issues found with the exception of two applications which were cancelled as a result of the NFI match
172.3	Resident Parking Permit to DWP Deceased		21	0	£0	£0	All permits expired or cancelled prior to investigation
233	Waiting List to Housing Tenants	To identify where an individual appears to have registered on the waiting list using a different address to the one on the housing rents system suggesting possible undisclosed changes in circumstances or that false information has been provided	5	0	£0	£0	All applicants removed prior to investigation
242	Waiting List to Housing Benefit Claimants		5	0	£0	£0	All applicants housed or removed from housing register prior to investigation

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459.1	Council Tax Reduction Scheme to Taxi Driver	To identify cases where an individual in receipt of council tax reduction may have failed to declare income that may remove or reduce entitlement to the reduction	3	0	£0	£0	Earnings declared on the two current licences - no issues identified
459.2	Council Tax Reduction Scheme to Taxi Drivers		1	0	£0	£0	License had already expired
459.6	Council Tax Reduction Scheme to Taxi Drivers		1	0	£0	£0	Match linked to a previous occupant at the address
477	Council Tax Reduction Scheme to Housing Benefit Claimants	To identify cases where an individual is in receipt of council tax reduction and housing benefit from one or more local authority simultaneously that may remove or reduce entitlement to the reduction	7	0	£0	£0	Claims cancelled prior to investigation
482	Council Tax Reduction Scheme to DWP deceased	The purpose of the match is to identify instances where the claimant has passed away but the council tax reduction may have continued after the date of death	21	0	£0	£0	Claims cancelled prior to investigation
701	Duplicate creditors by creditor name	Duplicates identified in this match suggest poor creditor management as the system has permitted a creditor reference to be used more than once	8	0	£0	£0	Two of the eight matches resulted in duplicate accounts being identified and merged. In neither case had payments been duplicated so no savings achieved
702	Duplicate creditors by address detail		42	0	£0	£0	Only one of the 42 matches resulted in duplicate accounts being identified and merged. In neither case had payments been duplicated so no savings achieved
703	Duplicate creditors by bank account number		12	0	£0	£0	Six of twelve matches resulted in accounts being merged, but no overpayments have been identified as a result
708	Duplicate records by amount and creditor reference	This match highlights possible duplicate payments in excess of £1,000 that may have arisen as a result of poor controls or fraudulent activity by suppliers and/or staff	17 4	0	£0	£0	No errors have been found on these matches, most of which were instalments against large purchases or services, and others were multiple invoices
709	VAT overpaid	This report identifies instances where VAT may have been overpaid	3	0	£0	£0	Split invoices resulted in VAT being paid on one and not another, creating anomalous percentages

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711	Duplicate records by invoice number and amount but different creditor reference and name	This match highlights possible duplicate payments for the same goods/services but to creditors with different reference numbers, which may have arisen as a result of poor controls or fraudulent activity by suppliers and/or staff	2	0	£0	£0	Both payments reversed and funds returned prior to investigation
713	Duplicate records by postcode, invoice amount but different creditor reference and invoice number and date		2	0	£0	£0	Separate companies trading from the same location
750	Procurement - Payroll to Companies House (Director)	To identify potential undeclared interests that have given a pecuniary advantage	5	0	£0	£0	Declarations of interest received as appropriate
Totals			595	13	£36,950	£14,896	
Percentage Complete			98%				

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Number of Referrals	Open Referrals	Closed Referrals	Referrals Under Investigation	Referrals Awaiting Sifting	% Referrals Closed
71	8	63	8	0	89%

Opened cases closed within 3 months	5
Opened cases closed between 3 and 6 months	1
Opened cases closed over 6 months	2
All cases closed within 3 months	58
All cases closed between 3 and 6 months	2
All cases closed over 6 months	3
Percentage of referrals reviewed within 10 working days	54%
Percentage of reviewed cases sifted within 10 working days	79%

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