



Agenda Item
No:

5

Hertfordshire County Council
2016/17 Annual Assurance Statement
and Internal Audit Annual Report

7 July 2017

Recommendations

Members are recommended to:

Note the Annual Assurance Statement and Internal Audit Annual Report

Note the results of the self-assessment required by the Public Sector Internal Audit Standards (PSIAS) and the Quality Assurance and Improvement Programme (QAIP)

Accept the SIAS Audit Charter

Seek management assurance that the scope and resources for internal audit were not subject to inappropriate limitations in 2016/17

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1. Purpose and Background

Purpose of Report

1.1 This report:

- Details the Shared Internal Audit Service's (SIAS) overall opinion on the adequacy and effectiveness of Hertfordshire County Council's (the Council) control environment. Reference is made to significant matters and key themes
- Shows the outcomes of the self-assessment against the Public Sector Internal Audit Standards (PSIAS) incorporating the requirements of the Quality Assurance and Improvement Programme (QAIP)
- Summarises the audit work that informs this opinion
- Shows SIAS's performance in respect of delivering the Council's audit plan
- Presents the 2017/18 Audit Charter

Background

1.2 A key duty of the Head of Assurance is to provide an annual opinion on the Council's internal control environment. This opinion informs the conclusions of the Council's Annual Governance Statement.

1.3 The assurance opinion in this report is based on the 2016/17 internal audit work which was planned and amended to give sufficient assurance on the Council's management of its key risks. Also considered is any relevant work undertaken in 2017/18 before the audit committee report deadline.

1.4 SIAS is grateful for the co-operation and support it has received from client officers during 2016/17.

2. Annual Assurance Statement 2016/17

Context

Scope of responsibility

2.1 Council managers are responsible for ensuring Council business is conducted in accordance with the law and proper standards, and that public money is safeguarded, properly accounted for, and used economically, efficiently and effectively. They are also responsible for ensuring internal controls are robust and risk management arrangements are appropriate.

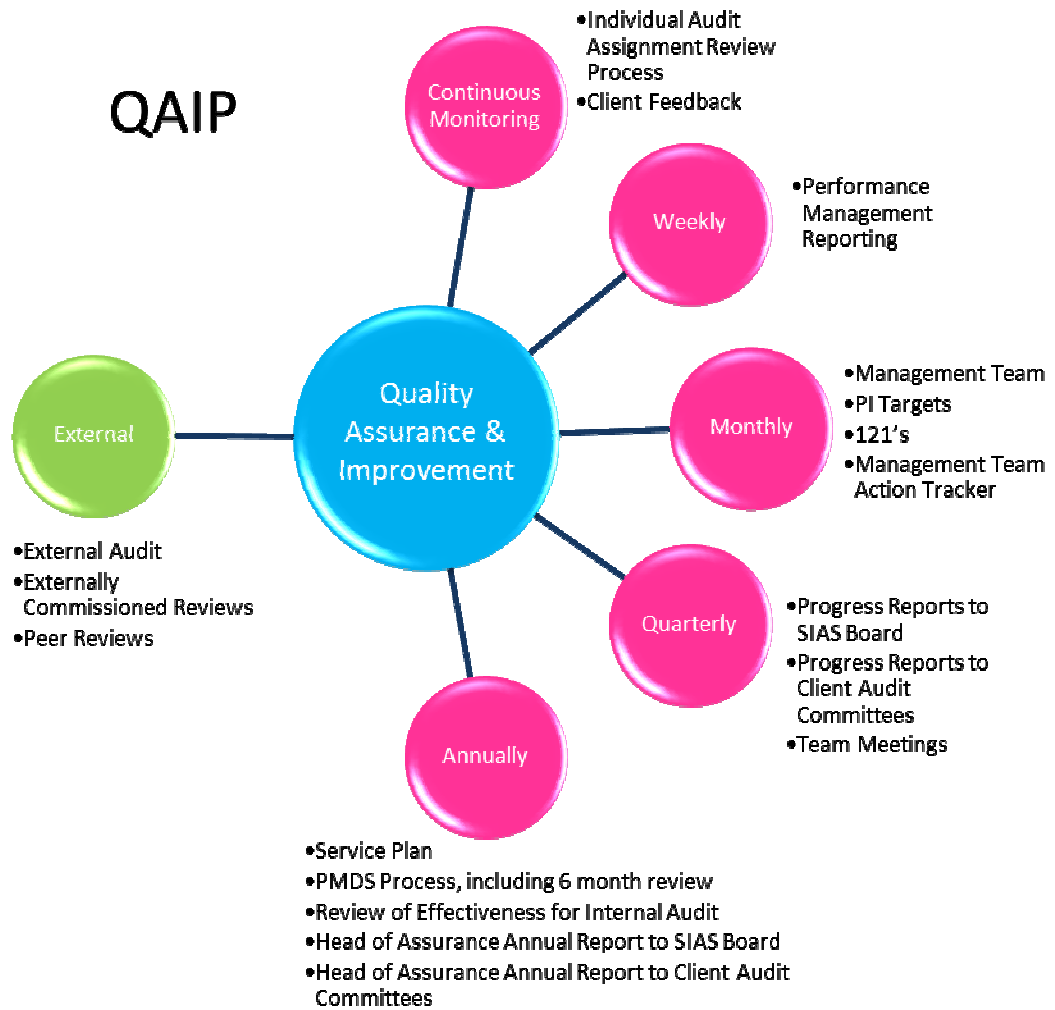
Annual Assurance Statement and Internal Audit Annual Report Hertfordshire County Council

Control environment

- 2.2 The control environment comprises three key areas: internal control, governance, and risk management. Together these aim to manage risk to an acceptable level but not to eliminate it.
- 2.3 A robust control environment helps ensure that the Council's policies, priorities and objectives are achieved.

Review of effectiveness

- 2.4 The Head of Assurance must confirm annually that the internal audit function is suitably qualified to carry out the work that informs the assurance opinion.
- 2.5 As part of a QAIP, a self-assessment was conducted against the Public Sector Internal Audit Standards (PSIAS). The PSIAS encompass the mandatory elements of the Chartered Institute of Internal Auditors (CIIA) International Professional Practices Framework (IPPF). They promote professionalism, quality, consistency and effectiveness of internal audit across the public sector. They highlight the importance of robust, independent and objective internal audit arrangements to provide senior management with the key assurances needed to support them in both managing the organisation and producing the Annual Governance Statement.
- 2.6 The 2016/17 self-assessment identified 2 areas of agreed non-conformance. These are detailed in Appendix A to the report. There are no significant deviations from Standards which warrant inclusion in the Council's Annual Governance Statement
- 2.7 The Head of Assurance has concluded, therefore, that SIAS 'generally conforms' to the PSIAS, including the Definitions of Internal Auditing, the Code of Ethics and the International Standards for the Professional Practice of Internal Auditing. 'Generally conforms' is the highest rating and means that SIAS has a charter, policies and processes assessed as conformant to the Standards and is consequently effective.
- 2.8 The SIAS QAIP includes both internal and external monitoring and reporting to assess the efficiency and effectiveness of internal audit activity and identify opportunities for improvement. The diagram below details the methods used to monitor and report on these. Detailed information outlining activity in each area is contained in the SIAS Audit Manual.
- 2.9 The Head of Assurance confirms that during 2016/17 SIAS operated according to its QAIP with evidence available within the service to support the achievement of each QAIP element.



Confirmation of independence of internal audit and assurance on limitations

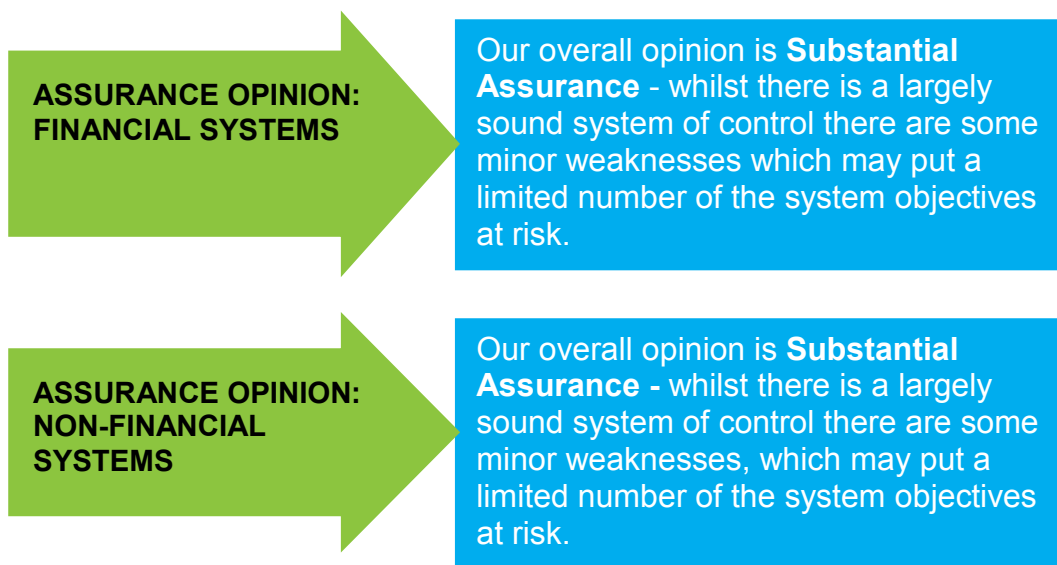
2.10 The Head of Assurance confirms that during the year:

- No matters threatened SIAS's independence; and
- SIAS was not subject to any inappropriate scope or resource limitations.

Annual Assurance Statement for 2016/17

Assurance opinion on internal control

- 2.11 Based on the internal audit work undertaken at the Council in 2016/17, SIAS can provide the following unqualified opinion on the adequacy and effectiveness of the Council's control environment, broken down between financial and non-financial systems.



Assurance opinion on Corporate Governance and Risk Management

- 2.12 SIAS has concluded that the corporate governance and risk management frameworks substantially comply with the Chartered Institute of Finance and Accountancy (CIPFA) / Society of Local Authority Chief Executives (SOLACE) best practice guidance on corporate governance. This conclusion is based on the work undertaken by the Council and reported in its Annual Governance Statement for 2016/17. Although SIAS did not undertake a specific risk management audit in 2016/17, risk management arrangements are considered during annual audit planning and the delivery of individual audit assignments.

**Head of Assurance for the Shared Internal Audit Service
June 2017**

3. Overview of Internal Audit Activity at the Council in 2016/17

- 3.1 This section summarises work undertaken at the Council by SIAS in 2016/17. It highlights significant internal control matters and opportunities for improvement.
- 3.2 Appendix A shows the final position against the agreed revised audit plan, assurance levels and the number of recommendations made. A summary of assurance levels and recommendations priority is shown in the tables below and compared to 2015/16.

Assurance Level	Number of reports 2016/17 (2015/16 data in brackets)	Percentage of reports 2016/17 (2015/16 data in brackets)
Full	2 (8)	3% (15%)
Substantial	38 (21)	65% (38%)
Moderate	8 (8)	14% (15%)
Limited	1 (1)	2% (2%)
No	0 (0)	0% (0%)
Not Assessed	9 (17)	16% (30%)
Total	58 (55)	100% (100%)

Recommendation Priority Level	Number of recommendations 2016/17 (2015/16 data in brackets)	Percentage of recommendations made 2016/17 (2015/16 data in brackets)
High	5 (4)	3% (3%)
Medium	95 (54)	54% (47%)
Merits Attention	76 (58)	43% (50%)
Total	176 (116)	100% (100%)

- 3.3 **The substantial assurance opinion overall on financial systems** (same as 2015/16) has been concluded from the 10 financial systems audits where an opinion has been given. One received full assurance, eight received substantial assurance and one received moderate assurance.
- 3.4 The one moderate assurance opinion related to the audit of the Council's Creditors system. One high priority recommendation was made within this review relating to the need to review the current allocation of systems responsibilities, removing any combinations of allocations to individuals that may result in an inadequate segregation of duties. In response to this recommendation management agreed to remove conflicting

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responsibilities and where this was not possible, strengthen the compensating controls to identify and prevent any misuse of such systems access.

- 3.5 **The substantial assurance opinion overall on non-financial systems** has been concluded from the 39 audits where an opinion has been given. One received full assurance, 30 received substantial assurance, seven received moderate assurance and one audit received a limited assurance opinion. Further detail on the audits where moderate or limited assurance opinions were provided is given in paragraph 3.13 of this report.

Schools Audit Plan

- 3.6 The schools' audit plan for 2016/17 identified three streams of activity:

Theme 1 - Assessment of the effectiveness of internal control in relation to the requirements of the Schools Financial Value Standard (SFVS) (sample of 19 schools)

Theme 2 – Safe Recruitment – to provide assurance that the sample schools comply with statutory guidance (Department for Education's publication "Keeping Children Safe in Education" and the Home Office Right to Work in the UK legislation) when undertaking recruitment activity (sample of 12 schools). Given that the above theme only focused on one element of the wider area of safeguarding, we did not provide formal opinions within reports issued to individual schools. This approach (agreed by the Director of Children's Services) was to avoid any misinterpretation of the audit outcomes by external regulators such as Ofsted. However, recommendations for improvement were made within each report as appropriate.

Theme 3 – Financial Planning – to review the effectiveness of financial planning including early years (sample of 13 schools)

- 3.7 In addition to the above, Children's Services or Individual Schools requested audit visits under the SFVS theme. In total five additional reviews were undertaken using the SFVS approach, with draft or final reports issued to the respective schools.
- 3.8 A summary is provided below of the outcomes from the schools theme reviews undertaken during 2016/17.

Assurance Level	SFVS compliance review	Safe Recruitment	Financial Planning	Follow-up	Total
Full	1	0	2	1	4
Substantial	15	0	11	1	27
Moderate	4	0	0	0	4

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Hertfordshire County Council**

Assurance Level	SFVS compliance review	Safe Recruitment	Financial Planning	Follow-up	Total
Limited	1	0	0	0	1
Not assessed	0	12	0	2	14
Draft Report	3	0	0	0	3
Total	24	12	13	4	53

High Priority Recommendations

- 3.9 Members will be aware that a final audit report is issued when it has been agreed by management; this includes an agreement to implement the recommendations made. It is Internal Audit's responsibility to advise Members of progress on implementation of high priority recommendations; it is the responsibility of Officers to implement the recommendations by the agreed date
- 3.10 Five high priority recommendations were made within audits completed during 2016/17, across five different audits. Of these the Audit Committee signed off one as complete during the course of the financial year. In respect of the remainder, three will be reported as complete to the July 2017 Audit Committee for sign off and the remaining recommendation has not currently reached its implementation due date.
- 3.11 Members will continue to receive updates on the implementation progress of high priority recommendations through the SIAS quarterly progress reports to the Audit Committee.
- 3.12 High priority recommendations relating to schools are excluded from the above analysis given both the volume of schools within the County and the relative risk of any single recommendation to the Authority as a whole.

Moderate and Limited Assurance Opinions

- 3.13 Details of the moderate assurance audits for 2016/17 are as follows:
- *Creditors* – we identified weaknesses in the allocation of SAP permissions and associated access that compromised the maintenance of an appropriate segregation of duties; management have agreed a full action plan to address the improvement areas identified;
 - *Hertfordshire Business Services Stock Control* – we identified several areas where existing stock control arrangements could be further strengthened; management have agreed a full action plan to address the improvement areas identified;

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- *Adult Care Services - Carers Direct Payments* – we highlighted the potential for misapplication or inconsistency in assessing the eligibility criteria for Carers Direct Payments; management agreed to implement additional guidance, training and monitoring to improve consistency of compliance;
- *Adult Care Services - Cash Handling Procedures* – we identified the need for improved recording of access to the secure area where monies are held; management have subsequently implemented system improvements which significantly strengthen the controls to prevent unauthorised access to monies held;
- *Highways Category One Triage Approach* – we identified opportunities to better demonstrate the benefits of the triage approach through use of quantified targets; management agreed to implement recommendations, to monitor the achievement of key benefits and adjust processes for future projects of this nature;
- *Adult Care Services – Continuing Healthcare Panel Processes* – we highlighted the need to enhance communication between the Council and its partner Clinical Commissioning Groups (CCGs) to ensure that the Council is kept informed of decisions made regarding NHS funded Continuing Healthcare; management agreed to implement improvements in the areas of communication, dispute resolution processes and training;
- *Children's Services – Data Quality* – we identified opportunities to improve staff awareness of the governance structure and content and weaknesses around the amount of modification required by the Analytical and Information Services team in extracting data from the Liquid Logic Children Social Care System for statutory reporting and the monitoring of data input by external users; management agreed to implement the improvement actions recommended;
- *Environment – Home to School Transport (Safeguarding)* - we identified opportunities to strengthen the records recording and summarising the outcomes of compliance spot checks, review the allocation of monitoring resources to meet target Performance Indicators, improve the monitoring records for training and review overriding policies and procedures; management agreed to implement the improvement actions recommended.

3.14 Details of the one limited assurance audit during 2016/17 are provided below:-

- *Hertfordshire Equipment Services Fuel Cards* – The primary purpose of this audit was to assess the adequacy of the internal control environment following the identification of misuse of fuel cards within the Service. We identified significant weaknesses in the management oversight arrangements to confirm the validity and reasonableness of

Annual Assurance Statement and Internal Audit Annual Report Hertfordshire County Council

fuel expenditure and usage, security arrangements for fuel cards and improvements required to the underlying systems to provide appropriate information to facilitate management checks; management have subsequently implemented a number of key improvements which will allow more robust monitoring and improved card security.

Audits to be finalised from the 2016/17 Plan

3.15 The following audits were at draft report stage at the time of writing this Annual Report:

- Council Wide – Working Time Directive & Overtime
- Adult Care Services – Learning Disability Panel Processes
- Adult Care Services – Client Finances Establishment Visits

Detailed management responses and target implementation dates for the recommendations proposed are awaited. The outcomes from these audits have not been taken into account when determining the overall assessment for the Council, although it is considered that none of the issues identified within the above reviews are sufficiently significant to alter the overall opinions reported in paragraph 2.11.

3.16 In addition the following audits were still in the final stages of fieldwork or quality review at the time of this report:-

- Adult Care Service and Childrens Services – Training Records
- ACS – Pre-Paid Cards
- Children’s Services – Ofsted Action Plan Progress
- ES - Ringway Contract – Sector Specific Improvements
- Joint Review (partnership wide) - PREVENT
- Joint Review (partnership wide) - Trading Activities

The progress of both reviews will be reported to the Audit Committee through the quarterly SIAS progress reports.

4. Performance of the Internal Audit Service in 2016/17

Performance indicators

4.1 The table below compares SIAS's performance at the Council against the 2016/17 targets set by the SIAS Board.

Indicator	Target 2016/17	Actual to 31 March 2017
1 SIAS Planned Days – percentage of actual billable days delivered against planned billable days	95%	96.5%
2 SIAS Planned Projects – actual completed projects to draft report stage against planned completed projects	95%	92%
3 External Auditors' Satisfaction – the Annual Audit Letter formally records that the External Auditors are able to rely upon the range and quality of SIAS' work	Formal Reliance	N/a
4 SIAS Annual Plan – presented to the March Audit Committee or the first meeting of the financial year should a March committee not meet.	Deadline met	Met - 2017/18 Audit Plan presented to the March 2017 Audit Committee
5 Client Satisfaction - client satisfaction questionnaires returned at 'satisfactory overall' level (minimum of 39/65 overall)	100%	84% - 19 questionnaires were returned during 2016/17, 3 of which were below the satisfactory level; action has been taken to address matters raised.
6 Head of Assurance's Annual Report – presented at the first Audit Committee meeting of the financial year.	Deadline met	Met - 2015/16 Annual Report Presented to the June 2016 Audit Committee
	95%	

Annual Assurance Statement and Internal Audit Annual Report Hertfordshire County Council

7 Number of High Priority Audit Recommendations agreed		100%
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Service Developments

- 4.2 During 2016/17 the development activities for SIAS included:
- Responding to the recommendations made by Veritau Ltd in its external peer review of January 2016
 - Developing a satisfaction survey to elicit the views of all key stakeholders
 - Implementing a performance dashboard which allows auditors to measure their performance to date against their annual target on a weekly basis
 - Putting in place a performance management regime which rewards achievement of a billable days stretch target and supports the development of underperforming individuals
 - Commencing discussions on a single assurance service brand
 - Undertaking a peer review at another audit partnership.

5. Audit Charter 2017/18

- 5.1 The PSIAS require a local authority to formally adopt an Audit Charter which covers the authority and responsibility for an internal audit function.
- 5.2 The SIAS Audit Charter sets out the framework within which it discharges its internal audit responsibilities to those charged with governance in the partner councils. It details the permanent arrangements for internal audit and key governance roles and responsibilities to ensure the effectiveness of internal audit provision.
- 5.3 The Audit Charter is reviewed annually. The 2017/18 review did not result in any fundamental changes although a number of minor amendments were made. The 2017/18 Charter is attached at Appendix D.

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

2016/17 Hertfordshire County Council Audit Plan

AUDITABLE AREA	LEVEL OF ASSURANCE	RECS			AUDIT PLAN DAYS	STATUS/COMMENT
		H	M	MA		
Corporate						
Annual Governance Statement 2015-16	N/a				8	Complete
Annual Governance Statement 2016-17	N/a				3	Complete
Head of Assurance Annual Opinion and Annual Report	N/a				5	Complete
Whistleblowing - named contact and quarterly review	N/a				4	Complete
Resources: Finance						
Pensions – Administration	Substantial	0	0	2	30	Final Report Issued
Payroll	Substantial	0	0	2	25	Final Report Issued
Debtors	Substantial	0	0	3	25	Final Report Issued
Creditors	Moderate	1	2	1	25	Final Report Issued
General Ledger	Full	0	0	0	20	Final Report Issued

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

AUDITABLE AREA	LEVEL OF ASSURANCE	RECS			AUDIT PLAN DAYS	STATUS/COMMENT
		H	M	MA		
Treasury Management	Substantial	0	1	4	15	Final Report Issued
eIncome (suppliers' payments)	Substantial	0	3	2	10	Final Report Issued
Feeder Systems	Substantial	0	0	1	10	Final Report Issued
E-Monitor Process -Consistency of Approach	Substantial	0	2	3	8	Final Report Issued
Resources: Procurement and Performance						
Framework Contracts	Substantial	0	1	0	15	Final Report Issued
Resources: Property						
Asbestos Management	Substantial	0	0	2	15	Final Report Issued
Carbon Reduction Commitment	N/a	0	0	0	15	Final Report Issued
Leasehold Income	Substantial	0	0	4	15	Final Report Issued
Management of Empty Properties	Substantial	0	3	2	15	Final Report Issued

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

AUDITABLE AREA	LEVEL OF ASSURANCE	RECS			AUDIT PLAN DAYS	STATUS/COMMENT
		H	M	MA		
Resources: Technology						
ICT Support Process and Helpdesk	Substantial	0	5	6	15	Final Report Issued
Systems rationalisation	N/a				0	Cancelled
Intranet	Substantial	0	2	0	15	Final Report Issued
Social Media	Substantial	0	0	0	15	Final Report Issued
Resources: Business Intelligence						
Data Retention	Substantial	0	2	0	20	Final Report Issued
Resources: Human Resources						
Training Records					8	Quality Review
Working Time Directive					15	Draft Report Issued

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

AUDITABLE AREA	LEVEL OF ASSURANCE	RECS			AUDIT PLAN DAYS	STATUS/COMMENT
		H	M	MA		
Resources: Legal, Democratic & Statutory Services						
Coroner's Service	Substantial	0	3	3	15	Final Report Issued
Resources Queries <3hrs Activities	N/a				20	Complete
HBS						
Stock Control	Moderate	0	4	2	15	Final Report Issued
Fuel Cards (Herts Education Services)	Limited	1	6	3	18	Final Report Issued
Fuel Cards (Hertfordshire Business Services)	Substantial	0	2	1		Final Report Issued
Cross-Cutting Reviews						
Contract Management	Substantial	0	1	2	25	Final Report Issued
Business Cases and Benefits Realisation	Substantial	0	2	2	25	Final Report Issued

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

AUDITABLE AREA	LEVEL OF ASSURANCE	RECS			AUDIT PLAN DAYS	STATUS/COMMENT
		H	M	MA		
Adult Care Services						
Residential Invoicing (Consultancy)	N/a				5	Complete
Financial Assessments	Substantial	0	2	2	15	Final Report Issued
Statutory Returns	Substantial	0	2	2	15	Final Report Issued
Homecare	Substantial	0	2	1	15	Final Report Issued
Carers Direct Payments	Moderate	1	8	1	15	Final Report Issued
Better Care Fund	N/a				0	Cancelled
Pre-Paid Cards					10	Quality Review
Voluntary Sector Contracts / Grants	Substantial	0	1	0	10	Final Report Issued
Client Finances - Establishment Visits					30	Draft Report Issued
Learning Disability - Panel Processes					10	Draft Report Issued
ACS Cash Handling Procedures	Moderate	1	6	2	5	Final Report Issued
ACS Contract Retention and Contract Management	Substantial	0	3	0	10	Final Report Issued

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

AUDITABLE AREA	LEVEL OF ASSURANCE	RECS			AUDIT PLAN DAYS	STATUS/COMMENT
		H	M	MA		
ACS Queries < 3hrs Activities	N/a				10	Complete
Environment Services - Transport						
Home to School and Social Care transport (Safeguarding)	Moderate	0	2	1	20	Final Report Issued
Environment Services – Highways						
Ringway Contract – Sector Specific Improvements					20	Quality Review
Category One - 'Triage' Approach	Moderate	0	1	1	15	Final Report Issued
Redesign of the Highways Service	Cancelled				11	Complete
Customer Enquiries and Complaints	Substantial	0	1	0	15	Final Report Issued
Valuation of Transport Infrastructure Assets	Substantial	0	5	2	15	Final Report Issued
Programme management	Substantial	0	2	1	20	Final Report Issued
Business Continuity	Substantial	0	2	1	20	Final Report Issued

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

AUDITABLE AREA	LEVEL OF ASSURANCE	RECS			AUDIT PLAN DAYS	STATUS/COMMENT
		H	M	MA		
Environment Services Queries <3hrs activities	N/a				5	Complete
Children's Services						
Data Quality	Moderate	1	4	1	15	Final Report Issued
Ofsted Action Plan progress					10	Quality Review
Foster Carer Recruitment and Retention	Full	0	0	0	15	Final Report Issued
Controcc – Foster Carer Payments	Substantial	0	0	1	10	Final Report Issued
Unaccompanied Minors and no Recourse to Public Funds	Substantial	0	1	1	15	Final Report Issued
Extended Entitlement to Free Childcare	N/a				5	Audit Deferred
Children's Services establishments	N/a	0	0	0	33	Final Report Issued
Section 17 Payments	Substantial	0	4	1	10	Final Report Issued
CS Queries <3hrs Activities	N/a				10	Complete

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

AUDITABLE AREA	LEVEL OF ASSURANCE	RECS			AUDIT PLAN DAYS	STATUS/COMMENT
		H	M	MA		
Public Health						
Budget Setting and Budgetary Control	Substantial	0	0	2	15	Final Report Issued
Community Protection						
Resilience	Substantial	0	0	0	15	Final Report Issued
Volunteering	Substantial	0	2	4	10	Final Report Issued
Shared Learning						
Shared Learning Newsletters and Summary Themed Reports	N/a				5	Complete
Joint Review 1 - Delivery of the PREVENT agenda	N/a				2.5	In Fieldwork
Joint Review 2 - Trading Activities	N/a				2.5	In Fieldwork

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

AUDITABLE AREA	LEVEL OF ASSURANCE	RECS			AUDIT PLAN DAYS	STATUS/COMMENT
		H	M	MA		
Contingencies						
Hertfordshire County Council Contingency	N/a				71	Through Year
Grant Claims						
Herts Chief Finance Officers Society	Unqualified Opinion	0	0	0	1	Final Certification Issued
Hertfordshire Education Foundation	Unqualified Opinion	0	0	0	2	Final Certification Issued
Hertfordshire Charity for Deprived Children	Unqualified Opinion	0	0	0	1	Final Certification Issued
Autism Grant	N/a				1	Audit Closed
Integrated and Structural Maintenance Grant	Unqualified Opinion	0	0	0	3	Final Certification Issued
LEP – Local Growth Fund	Unqualified Opinion	0	0	0	6	Final Certification Issued
SureCare	N/a				0.5	Cancelled
Public Health Grant	N/a				0.5	Cancelled
Personal Social Services Grant	N/a				0.5	Cancelled
Grants Contingency					0	Through Year

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

AUDITABLE AREA	LEVEL OF ASSURANCE	RECS			AUDIT PLAN DAYS	STATUS/COMMENT
		H	M	MA		
Other Chargeable						
Monitoring 16/17 Plan	N/a				30	Complete
Recommendations Follow-Up - Q1	N/a				5	Complete
Recommendations Follow-Up - Q2	N/a				5	Complete
Recommendations Follow-Up - Q3	N/a				5	Complete
Recommendations Follow-Up - Q4	N/a				5	Complete
Client Liaison	N/a				10	Complete
Audit Committee Matters & Attendance	N/a				20	Complete
Audit Planning - 17/18	N/a				30	Complete
Performance Data	N/a				6	Complete
External Audit Liaison	N/a				6	Complete
Service Plan Activity	N/a				40	Complete
SIAS Board Meetings and Preparation	N/a				12	Complete
Management of Scrutiny	N/a				5	Complete

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

AUDITABLE AREA	LEVEL OF ASSURANCE	RECS			AUDIT PLAN DAYS	STATUS/COMMENT
		H	M	MA		
Management of Health & Safety	N/a				5	Complete
Management of Shared Anti-Fraud Service	N/a				5	Complete
Management of Risk Management and Insurance	N/a				5	Complete
Public Sector Internal Audit - Self Assessment 16-17	N/a				10	Complete
National Fraud Initiative - Handover to Shared Anti-Fraud Service	N/a				3	Complete
15-16 Projects requiring finalisation					15	Complete
15-16 Projects requiring completion						
Health and Safety - Community Protection	Substantial	0	1	2	7.5	Final Report Issued
Non Attendance at School	Substantial	0	1	1	9	Final Report Issued
Continuing Health Care - Panel Process	Moderate	0	3	1	10	Final Report Issued
Transport, Access and Safety - Taxi Procurement	N/a – Training Activity				5	Complete

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

AUDITABLE AREA	LEVEL OF ASSURANCE	RECS			AUDIT PLAN DAYS	STATUS/COMMENT
		H	M	MA		
- Anti Bribery Controls						
Better Care Fund - Performance and Financial Monitoring	Substantial	0	2	1	8	Final Report Issued
Special Educational Needs and Disability - meeting statutory requirements	Substantial	0	1	2	9	Final Report Issued
Highways Operating Procedures	N/a				2	Audit Cancelled
Schools						
Theme 1 - SFVS	N/a				88.5	Final Reports Issued
Theme 2 - Safe Recruitment	N/a				71.5	Final Reports Issued
Theme 3 - Financial Planning	N/a				48	Final Reports Issued
Reporting 15/16 themes	N/a				9	Final Reports Issued
Follow up schools with high priority recs or moderate assurance	N/a				15	Complete
Other Assurance Visits	N/a				17	Complete

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

AUDITABLE AREA	LEVEL OF ASSURANCE	RECS			AUDIT PLAN DAYS	STATUS/COMMENT
		H	M	MA		
SFVS Returns Collation and Collection	N/a				11	Complete
Advice, queries and guidance for schools	N/a				25	Complete
Liaison, awareness raising and training & plan monitoring	N/a				56	Complete
2015/16 Schools Completion	N/a				1	Complete
FOI Request	N/a				3	Complete
Contingency	N/a				0	
Total		5	95	76	1637	

Key to Assurance Level and Recommendation Priority Levels:

N/a = Not Applicable

H = High priority recommendations; M = Medium priority recommendations; MA = Merits Attention priority recommendations

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

OUTCOMES FROM SCHOOL ASSURANCE THEMES

Theme 1 - SFVS Review – Reviews of compliance with Schools Financial Value Standard (SFVS)	
Pixies Hill	Draft Report
Cassionbury	Substantial
Moss Bury	Draft Report
St Lukes	Limited
Clore Shalom	Draft Report
Lordship Farm	Substantial
Woolenwick Infants	Moderate
Hertfordheath Primary	Substantial
St Andrews	Full
Cunningham Hill J	Substantial
Cunningham Hill I	Substantial
Commonswood	Substantial
St Philip Howard	Substantial

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

Cherry Tree	Substantial
Kingsway Infant	Substantial
Nascot Wood Juniors	Substantial
Victoria Cof E First	Moderate
Bushey and Oxhey Infants	Substantial
Bowmansgreen Primary	Substantial
Longmeadow	Substantial
Shephalbury Park	Substantial
St John's Radlett	Substantial
St Rose's Catholic Infants' School and Nursery	Moderate
Little Hadham Primary	Moderate
Theme 2 – Safe Recruitment	
St Marys	
Icknield Walk First	
Nobel	

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

Featherstone Wood	Not Assessed (see paragraph 3.6)
Camps Hill Community	
The Valley	
Manor Fields	
Watton at Stone	
Little Munden	
Little Heath	
Birchwood Nursery	
Galley Hill	
Theme 3 – Financial Management	
Highover	Substantial
Kimpton	Substantial
Reed	Substantial
St Nicholas	Substantial
Sandridge	Full
Ponsbourne St Marys	Full

APPENDIX A - FINAL POSITION FOR THE 2016/17 AUDIT PLAN

Sacred Heart	Substantial
Lakeside	Substantial
Greenway	Substantial
St Pauls	Substantial
Bernards Heath	Substantial
Panshanger	Substantial
Westfield First School & Nursery	Substantial

APPENDIX B - DEFINITIONS OF ASSURANCE LEVELS AND PRIORITY OF RECOMMENDATIONS

Levels of assurance	
Full Assurance	There is a sound system of control designed to achieve the system objectives and manage the risks to achieving those objectives. No weaknesses have been identified.
Substantial Assurance	Whilst there is a largely sound system of control, there are some minor weaknesses, which may put a limited number of the system objectives at risk.
Moderate Assurance	Whilst there is basically a sound system of control, there are some areas of weakness, which may put some of the system objectives at risk.
Limited Assurance	There are significant weaknesses in key control areas, which put the system objectives at risk.
No Assurance	Control is weak, leaving the system open to material error or abuse.

Priority of recommendations	
High	There is a fundamental weakness, which presents material risk to the objectives and requires urgent attention by management.
Medium	There is a significant weakness, whose impact or frequency presents a risk which needs to be addressed by management.
Merits Attention	There is no significant weakness, but the finding merits attention by management.

APPENDIX C – PROGRESS AGAINST PUBLIC SECTOR INTERNAL AUDIT STANDARDS AT MAY 2017 – ACTION PLAN

Section A: Conformance - During 2016/17 all areas apart from those identified in Section B below are conforming.

Section B: Intentional Non-Conformance

Ref	Area of Non-Conformance with the Standard	Commentary	
3.1a	<p>Purpose, Authority and Responsibility</p> <p>Does the board (defined as the Audit Committee) approve decisions relating to the appointment and removal of the Chief Audit Executive (CAE) (Head of Assurance)?</p>	<p>The Director of Resources, Hertfordshire County Council (HCC), in consultation with the Board of the Shared Internal Audit Services approves decisions relating to the appointment and removal of the CAE.</p> <p>This is as provided for in the governance of the Shared Internal Audit Service.</p>	<p>Non-conformance</p> <p>No further action proposed. The current arrangements are considered effective given the shared nature of SIAS.</p>
3.1c	<p>Purpose, Authority and Responsibility</p> <p>Does the chief executive or equivalent undertake, countersign, contribute feedback to or review the performance appraisal of the CAE?</p>	<p>The performance appraisal is carried out by the Director of Resources (HCC).</p>	<p>Non-conformance</p> <p>No further action proposed. The appraisal process was carried out by the Director of Resources (HCC) with input from all partner chief finance officers. The current arrangements are considered effective given the shared nature of SIAS.</p>

Audit Charter 17/18

1. Introduction and Purpose

- 1.1. Internal auditing is an independent and objective assurance and consulting activity. It is guided by a philosophy of adding value to the operations of an organisation. It assists a council to achieve its objectives by systematically evaluating and improving the effectiveness and efficiency of risk management, control and governance processes.

2. Scope

- 2.1. This Charter applies to all SIAS clients.

3. Statutory Basis of Internal Audit

- 3.1. Local government is statutorily required to have an internal audit function. The Accounts and Audit Regulations 2015 require that 'a relevant authority must undertake an effective internal audit to evaluate the effectiveness of its risk management, control and governance processes, taking into account public sector internal auditing standards or guidance'.
- 3.2. In addition, a council's Chief Finance Officer has a statutory duty under Section 151 of the Local Government Act 1972 to establish a clear framework for the proper administration of the authority's financial affairs. To fulfil this requirement, the S151 officer relies, amongst other sources, upon the work of internal audit.

4. Role

- 4.1. SIAS internal audit activity is overseen by each council's committee charged with fulfilling audit committee responsibilities herewith referred to as the Audit Committee. As part of its oversight role, the Committee is responsible for defining the responsibilities of SIAS via this Charter.
- 4.2. SIAS may undertake additional consultancy activity requested by management. The Head of Assurance will determine such activity on a case by case basis assessing the skills and resources available. Significant additional consultancy

activity not already included in the audit plan will only be accepted and carried out following consultation with the SIAS Board.

5. Professionalism

- 5.1. SIAS governs itself by adherence to the Public Sector Internal Audit Standards (PSIAS). These standards include the Definition of Internal Auditing, the Code of Ethics and the International Standards for the Professional Practice of Internal Auditing. They set out the fundamental requirements for the professional practice of internal auditing and the evaluation of the effectiveness of an internal audit function's performance.
- 5.2. SIAS also recognise the Mission of Internal Audit as identified within the IPPF, 'To enhance and protect organisational value by providing risk-based and objective assurance, advice and insight' and the Core Principles for the Professional Practice of Internal Auditing, which demonstrate an effective internal audit function, achieving internal audit's mission.
- 5.3. SIAS's operations are guided by, as applicable, CIIA Position Papers, Practice Advisories and Guides and relevant council policies and procedures, including compliance with the Bribery Act 2010. These are included in SIAS's operating procedures manual, which is subject to regular review.
- 5.4. Should non-conformance with the Standards be identified, the Head of Assurance will investigate and disclose, in advance if possible, the exact nature of the non-conformance, the reasons for it and, if applicable, its impact on a specific engagement or engagement outcome.

6. Authority and Confidentiality

- 6.1. Internal auditors are authorised full, free, and unrestricted access to any and all of a client's records, physical properties, and personnel as required to carry out an engagement. All employees are requested to assist SIAS in fulfilling its roles and responsibilities. Information obtained during the course of an engagement is safeguarded and confidentiality respected.
- 6.2. Internal auditors will only use information obtained to complete an engagement. It will not be used in a manner that would be contrary to the law, for personal gain, or detrimental to the legitimate and ethical objectives of the client organisation(s). Internal auditors will disclose all material facts known which if not disclosed, could distort a report or conceal unlawful practice.

7. Organisation

- 7.1. The Head of Assurance and their representatives, have free and unrestricted direct access to Senior Management, the Audit Committee, the Chief Executive, the Chair of the Audit Committee and the External Auditor. The Head of

Assurance will communicate with any and all of the above parties at both committee meetings and between meetings as appropriate.

- 7.2. The Head of Assurance is line managed by the Director of Resources at Hertfordshire County Council (HCC), who approves all decisions regarding the performance evaluation, appointment, or removal of the Head of Assurance, in consultation with the SIAS Board. Each partner's Section 151 Officer is asked to contribute to the annual appraisal of the Head of Assurance.

8. Stakeholders

The following groups are defined as stakeholders of SIAS:

- 8.1. The Head of Assurance, suitably experienced and qualified (CCAB and / or CMIIA), is responsible for:
- hiring, appraising and developing SIAS staff in accordance with the host authority's HR guidance
 - maintaining up-to-date job descriptions which reflect the roles, responsibilities, skills, qualifications, and attributes required of SIAS staff
 - ensuring that together, SIAS staff possess or obtain the skills, knowledge and competencies (including ethical practice) needed to effectively perform SIAS engagements.
- 8.2. The Audit Committee, in its role of 'board', is responsible for overseeing the effectiveness of SIAS and holding the Head of Assurance to account for delivery. This is achieved through the setting of performance targets and receipt of regular reports. The Audit Committee is also responsible for the effectiveness of the governance, risk and control environment within the Council, holding managers to account for delivery.
- 8.3. Senior Management, defined as the Head of Paid Service, Chief Officers and their direct reports, are responsible for helping shape the programme of assurance work. This is achieved through analysis and review of key risks to achieving the Council's objectives and priorities.
- 8.4. The SIAS Board is the governance group charged with monitoring and reviewing the overall operation of SIAS, including:
- resourcing and financial performance
 - operational effectiveness through the monitoring performance indicators
 - the overall strategic direction of the shared service

9. Independence and Objectivity

- 9.1. No element in the organisation should interfere with audit selection, scope, procedures, frequency, timing, or report content. This is necessary to ensure

that internal audit maintains the necessary independent and objective mental attitude.

- 9.2. As well as being impartial and unbiased, internal auditors will have no direct operational responsibility or authority over any activity audited. They will not implement internal controls, develop procedures, install systems, prepare records, or engage in any other activity that might impair their judgment.
- 9.3. When asked to undertake any additional roles/responsibilities outside internal auditing, the Head of Assurance will highlight to the board any potential or perceived impairment to independence and objectivity having regard to the principles contained within the Code of Ethics as well as any relevant requirements set out in other professional bodies to which the CAE may belong. The Board will approve and periodically review any safeguards put in place to limit any impairments to independence and objectivity.
- 9.4. The Head of Assurance will confirm to the Audit Committee, at least annually, the organisational independence of SIAS.

10. Conflicts of Interest

- 10.1. Internal auditors will exhibit clear professional objectivity when gathering, evaluating, and communicating engagement information. When forming judgments, they will make a balanced assessment of all relevant circumstances and not be influenced by their own interests or the views and interests of others.
- 10.2. Each auditor will comply with the ethical requirements of his/her professional body and proactively declare any potential conflict of interest, whether actual or apparent, prior to the start of an engagement.
- 10.3. All auditors sign an annual declaration of interest to ensure that the allocation of work avoids conflict of interest. Auditors who undertake consultancy work or are new to the team will be prohibited from auditing in those areas where they have worked in the past year. Audits are rotated within the team to avoid over-familiarity and complacency.
- 10.4. SIAS has procured an arrangement with an external audit partner to provide additional internal audit days on request. The external partner will be used to deliver engagements as directed by the Head of Assurance in particular providing advice and assistance where SIAS staff lack the required skills or knowledge.
- 10.5. In the event of a real or apparent impairment of independence or objectivity, (acceptance of gifts, hospitality, inducements or other benefits) the Head of Assurance will investigate and report on the matter to appropriate parties.

11. Responsibility and Scope

- 11.1. The scope of SIAS encompasses, but is not limited to, the examination and evaluation of the adequacy and effectiveness of the organisation's governance, risk management, and internal control processes (as they relate to the organisation's priorities and objectives) and the promotion of appropriate ethics and values. SIAS is also available to assist the Audit Committee in evaluating the quality of performance of external auditors and ensuring a proper degree of coordination is maintained.
- 11.2. Internal control and risk management objectives considered by internal audit extend to the organisation's entire control and risk management environment and include:
- consistency of operations or programs with established objectives and goals, and effective performance
 - effectiveness and efficiency of governance, operations and employment of resources
 - compliance with significant policies, plans, procedures, laws, and regulations
 - design, reliability and integrity of management and financial information processes, including the means to identify, measure, classify, and report such information
 - safeguarding of assets
- 11.3. SIAS is well placed to provide advice and support on emerging risks and controls and will, if requested, deliver consulting and advisory services or evaluate specific operations.
- 11.4. SIAS is responsible for reporting to the Audit Committee and senior management, significant risk exposures (including those to fraud addressed in conjunction with the Shared Anti-Fraud Service), control and governance issues and other matters that emerge from an engagement.
- 11.5. Engagements are allocated to (an) internal auditor(s) with the appropriate skills, experience and competence. The auditor is then responsible for carrying out the work in accordance with the SIAS Audit Manual, and must consider the relevant elements of internal control, the needs and expectations of clients, the extent of work required to meet the engagement's objectives, its cost effectiveness, and the probability of significant error or non-compliance.

12. Role in Anti-Fraud

- 12.1. The SIAS work programme, designed in consultation with Senior Management, the Audit Committee and, where applicable, the Shared Anti-Fraud Service, seeks to help deter fraud and corruption.

- 12.2. SIAS shares information with relevant partners, including central government via the National Fraud Initiative and, where applicable, the Shared Anti-Fraud Service if appropriate, to increase the likelihood of detecting fraudulent activity and reducing the risk of fraud to all.
- 12.3. The Head of Assurance should be notified of all suspected or detected fraud, corruption or impropriety so that the impact upon control arrangements can be evaluated.

13. Internal Audit Plan

- 13.1. Following discussion with appropriate senior management, the Head of Assurance will submit a risk based plan to the Audit Committee for review and approval. This will occur at least annually. The plan sets out the engagements agreed and demonstrates the priorities of both SIAS (the need to produce an annual internal audit opinion) and those of the organisation. Also included will be any relevant declarations of interest.
- 13.2. The plan will be accompanied by details of the risk assessment approach used and will make reference to the organisation's assurance framework. Also shown will be the timing of an engagement, its budget in days, details of any contingency for new or changed risks, time for planning and reporting and a contribution to the development of SIAS.
- 13.3. The plan will be subject to regular review in year, and may be modified in response to changes in the organisation's business, risks, operations, programmes, systems and controls. All significant changes to the approved internal audit plan will be communicated in the quarterly update reports.

14. Reporting and Monitoring

- 14.1. A draft written Terms of Reference will be prepared and issued to appropriate personnel at the start of an engagement. It will cover the intended objectives, scope and reporting mechanism and will be agreed with the client. Changes to the terms of reference during the course of the engagement may occur and will be agreed following consultation with the client.
- 14.2. A report will be issued on completion of an engagement. It will include a reasoned opinion, details of the time period and scope within which it was prepared, management's responses to specific risk prioritised findings and recommendations made and a timescale within which corrective action will be / has been taken. If recommended action is not to be taken, an explanation for this will also be included.
- 14.3. SIAS will follow-up the implementation of agreed recommendations in line with the protocol at each client. As appropriate, the outcomes of this work will be reported to the audit committee and may be used to inform the risk-based planning of future audit work. Should follow-up activity identify any significant

error or omission, this will be communicated by the Head of Assurance to all relevant parties. A revised internal audit opinion may be issued on the basis of follow-up activity.

- 14.4. In consultation with senior management, the Head of Assurance will consider, on a risk-basis, any request made by external stakeholders for sight of an internal audit report.
- 14.5. Quarterly update reports to the Audit Committee will detail the results of each engagement, including significant risk exposures and control issues. In addition, an annual report will be produced giving an opinion on the overall control, governance, and risk management environment (and any other issues judged relevant to the preparation of the Annual Governance Statement), with a summary of the work that supports the opinion. The Head of Assurance will also make a statement of conformance with PSIAS, and detail the nature and reasons for any impairments, qualifications or restrictions in scope for which the Committee should seek reassurances from management.

15. Periodic Assessment

- 15.1. PSIAS require the Head of Assurance and the SIAS Board to make arrangements for an independent review of the effectiveness of internal audit undertaken by a suitably knowledgeable, qualified and competent individual or organisation. This should occur at least five yearly.
- 15.2. The Head of Assurance will ensure that continuous efforts are made to improve the efficiency, effectiveness, and quality of SIAS. These will include the Quality Assurance and Improvement Programme, client feedback, appraisals and shared learning with the external audit partner as well as coaching, supervision, and documented review.
- 15.3. A single review will be carried out to provide assurance to all SIAS partners with the outcomes included in the partner's Annual Report.

16. Review of the Audit Charter

- 16.1. The Head of Assurance will review this charter annually and will present, to the first audit committee meeting of each financial year, any changes for approval.
- 16.2. The Head of Assurance reviewed this Audit Charter in May 2017. It will next be reviewed in May 2018.

Note:

For readability, the term 'internal audit activity' as used in the PSIAS guidance has been replaced with 'SIAS' in this Charter.