



AGENDA FOR THE AUDIT COMMITTEE AND AUDIT COMMITTEE (ADVISORY)

Members of the Audit Committee and Audit Committee (Advisory) are summoned to a meeting which will be held in Committee Room 4, Town Hall, Upper Street, N1 2UD on **2 September 2019 at 7.00 pm.**

Enquiries to : Mary Green
Tel : 020 7527 3005
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Despatched : 22 August 2019

Membership

Councillor Nick Wayne (Chair)
Councillor Sue Lukes (Vice-Chair)
Councillor Rowena Champion
Councillor Anjna Khurana
Alan Begg (Independent member)
Nick Whitaker (Independent member)

Substitute Members

Councillor Vivien Cutler
Councillor Mouna Hamitouche MBE
Councillor Sara Hyde
Councillor Flora Williamson

Quorum: is 3 Councillors



A. Formal Matters **Page**

1. Apologies for absence
2. Declaration of substitute members
3. Declarations of interest

If you have a **Disclosable Pecuniary Interest*** in an item of business:

- if it is not yet on the council's register, you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent;
- you may **choose** to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency.

In both the above cases, you **must** leave the room without participating in discussion of the item.

If you have a **personal** interest in an item of business **and** you intend to speak or vote on the item you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent but you **may** participate in the discussion and vote on the item.

***(a) Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.

(b) Sponsorship - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.

(c) Contracts - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.

(d) Land - Any beneficial interest in land which is within the council's area.

(e) Licences- Any licence to occupy land in the council's area for a month or longer.

(f) Corporate tenancies - Any tenancy between the council and a body in which you or your partner have a beneficial interest.

(g) Securities - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

This applies to **all** members present at the meeting.

4. Minutes of previous meeting 1 - 4

B. Items for Decision - Audit and Audit (Advisory) Committee

1. Internal Audit Annual Report 2018-19 5 - 36

2.	Annual Fraud Report	37 - 40
3.	Whistleblowing update (six monthly)	41 - 44
4.	ASG update on governance issues and areas for improvement (verbal update)	-
5.	Follow-up report - Street Environment Services' overtime	45 - 78
6.	Annual report on standards and members' conduct	79 - 84
7.	Review of polling districts and polling places	85 - 90
8.	Update on Brexit readiness (to follow)	-

C. Urgent non-exempt items

Any non-exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

D. Exclusion of press and public

To consider whether, in view of the nature of the remaining item on the agenda, it is likely to involve the disclosure of exempt or confidential information within the terms of the Access to Information procedure rules in the Constitution and, if so, whether to exclude the press and public during discussion thereof.

E. Confidential/exempt items

1.	Annual Fraud Report - 2018/19- exempt appendix	91 - 98
2.	Whistleblowing Report - exempt appendix	99 - 116

F. Urgent exempt items (if any)

Any exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

The next ordinary meeting of the Audit Committee and Audit Committee (Advisory) will be on 28 January 2020

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London Borough of Islington

Audit Committee and Audit Committee (Advisory) - 29 July 2019

Minutes of the meeting of the Audit Committee and Audit Committee (Advisory) held at Islington Town Hall, Upper Street, London N1 2UD on 29 July 2019 at 7.00 pm.

Present: **Councillors:** Nick Wayne (Chair), Rowena Champion, Mouna Hamitouche and Anjna Khurana

Also Present: **Independent members:** Alan Begg and Nick Whitaker

Councillor Nick Wayne in the Chair

74 APOLOGIES FOR ABSENCE (Item A1)

Received from Councillor Sue Lukes.

75 DECLARATION OF SUBSTITUTE MEMBERS (Item A2)

Councillor Mouna Hamitouche substituted for Councillor Sue Lukes.

76 DECLARATIONS OF INTEREST (Item A3)

None.

77 MINUTES OF PREVIOUS MEETINGS (Item A4)

RESOLVED:

That the minutes of the meetings held on 3 and 27 June 2019 be confirmed as a correct record and the Chair be authorised to sign them.

Matter arising:

Market supplements – Members noted the information in the exempt paper which had been circulated and requested a further update to their meeting on 28 January 2020.

78 APPOINTMENTS TO THE PENSIONS SUB-COMMITTEE (Item A5)

RESOLVED:

(a) That Councillor Paul Convery be appointed as Chair of the Pensions Sub-Committee.

(b) That Councillor Michael O'Sullivan be appointed as a member of the Pensions Sub-Committee.

(c) That Councillor David Poyser be appointed as a substitute on the Pensions Sub-Committee.

79 ANNUAL GOVERNANCE STATEMENT AND STATEMENT OF ACCOUNTS (Item B1)

The Chief Accountant gave a detailed presentation to the Committee, providing an explanation of major changes this year.

He pointed out that, as the Council's auditors still had a little more work to carry out, it would be useful for officers to have authority to make any further changes necessary to the Accounts, in consultation with the Chair as appropriate.

The following points were noted during discussion:

- In response to a question about the potential impact of "no deal Brexit" on the Council's budget, it was reported that work had already started to address this and would continue over the summer. The Council's Corporate Review Team would review risks and impacts on the Council in terms of its finances and its ability to provide services.
- Specifically on the Pension Fund, the Actuary would factor in any risks associated with a no deal Brexit and would provide a long term view. It was not thought that there would be much impact on the Pension Fund. The Fund's next valuation would take place in March 2020.
- Members had asked questions on the Accounts in a private session held with the auditors, without the presence of officers.

RESOLVED:

- (a) That the 2018/19 Statement of Accounts, Pension Fund Accounts and the accompanying Annual Governance Statement, attached to the report of the Chief Accountant, be approved.
- (b) That the auditor's Audit Findings Reports and Value for Money conclusion, as detailed in the report, be noted.
- (c) That the action plans of recommendations in the Audit Findings Reports be approved.
- (d) That the letter of representation set out in Appendix B of the report be approved.
- (e) That any late changes to the Accounts be delegated to the S151 Officer and Deputy S151 Officer, in consultation with the Chair, if deemed appropriate.
- (f) That the Chief Accountant and his staff team be thanked for their work in achieving an unqualified report on this year's accounts.

80

RISK REGISTER (MID-YEAR REVIEW) (Item B2)

With regard to Brexit, Members discussed potential risks that the Council might need to mitigate as a matter of urgency and the steps to be taken corporately to address this, in particular the short-term risks i.e the first 2 months after a no-deal Brexit, and the impact on the Council in terms of its finances and ability to provide services.

RESOLVED:

- (a) That the status of the actions in Appendix A to the report to mitigate the principal risks identified in the Principal Risk Report (dated March 2019) be noted.
- (b) That a brief report be submitted to the September meeting detailing plans to mitigate the effects of Brexit and the steps to be taken corporately to address this, in particular the short-term risks ie the first 2 months after a no-deal Brexit, and the impact on the Council in terms of its finances and ability to provide services. That this be linked to the availability of Council financial resources.

81

INTERNAL AUDIT PROGRAMMES AND TRANSFORMATION REVIEW (Item B3)

The Committee noted in particular the four areas for continued development viz Agreed Minimum Standards, Clear Escalation Criteria, Wider PMO Publication and Departmental Management Team Project Monitoring, to ensure the successful delivery of the Council's change portfolio. As this would impact on all managers, the programme needed to be

cascaded down, so all Council departments were aware of it. In order to ensure that the Programmes and Transformation project was enabling the delivery of successful projects, the Chair suggested that a brief verbal update on progress be submitted to the September meeting and that a report be submitted to a future meeting on the effectiveness of Programmes and Transformation, by way of a couple of examples of how projects have progressed through the processes described in the report.

RESOLVED:

- (a) That the Internal Audit Service's final management letter, attached as Appendix 1 to the report, be noted, including management responses to audit recommendations and timescales for implementation.
- (b) That a brief verbal update on progress be provided to the September meeting of the Committee and a written report on the effectiveness of the Programmes and Transformation project to a subsequent meeting.

82 THE COUNCIL'S USE OF SURVEILLANCE UNDER THE REGULATION OF INVESTIGATORY POWERS ACT (Item B4)

RESOLVED:

- (a) That the level of directed surveillance undertaken by the Council, including the downward trend in the number of RIPA authorisations since 2010/11, as detailed in the report of the Interim Corporate Director of Resources, be noted.
- (b) That the recent legal developments also detailed in the report be noted.

83 UPDATE ON OMBUDSMAN'S DECISIONS JANUARY TO JUNE 2019 (Item B5)

In response to members' questions about the apparently low figures in paragraph 3.6 of the report, which related to complaints received about the Council, the Acting Director of Law and Governance's representative stated that the figures had been obtained from the Local Government and Social Care Ombudsman's (LGSCO) website and it was possible that the website had not been updated and the figures were therefore not recent. He pointed out that the numbers in the report did not include those rejected by the Council's Complaints Unit. The report referred only to complaints considered by the Ombudsman.

For the future, the Committee thought it would be more helpful to see figures for the total numbers of complaints about the Council.

RESOLVED:

- (a) That the contents of the report of the Acting Director of Law and Governance, detailing the number, nature and findings of complaints dealt with by the LGSCO, during the period from 1 January to 30 June 2018, be noted.
- (b) That future reports provide figures of all complaints made to the LGSCO against the Council.

The meeting ended at 8.57 pm

CHAIR



Report of: Interim Director of Finance and Property (S151 Officer)

Meeting of	Date	Ward(s)
Audit Committee	2 nd September 2019	All

Delete as appropriate		Non-exempt
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SUBJECT: Internal Audit Annual Report – 2018/19

1. Synopsis

- 1.1 The provision of a continuous internal audit service provides independent and objective assurance on the control environment that supports the delivery of the Council's objectives.
- 1.2 This report is intended to support the Audit Committee in obtaining assurance surrounding the Council's governance, risk management and internal control environment. It does this by demonstrating that the Internal Audit plan is being delivered, highlighting service areas where high priority recommendations have been made and commenting on the level of implementation of audit recommendations by management.

2. Recommendation

- 1.3 To note the report.

3. Background

- 1.4 The 2018-19 Internal Audit Plan was approved by the Audit Committee in March 2018.
- 1.5 The Internal Audit plan is developed using a risk-based approach. Internal Audit provide assurance on the actions to mitigate key potential risks through delivery of the audit plan.

- 1.6 The audit plan is delivered by the in-house team across the Shared Internal Audit Service (with LB Camden) and a co-sourced partner (currently PwC). This report presents a summary of the work that Internal Audit has undertaken during the 2018-19 financial year.
- 1.7 The Public Sector Internal Audit Standards (PSIAS) require that the Head of Internal Audit provide an annual audit opinion and report that can be used by the organisation to inform its annual governance statement. The annual opinion categories range from No Assurance, Limited Assurance, and Moderate Assurance to Substantial Assurance. The annual opinion given for 2016-17 and 2017-18 was Moderate Assurance.
- 1.8 While it should be noted that assurance could never be absolute, the work undertaken during 2018-19, including follow up activity, has enabled the Head of Internal Audit to form a reasonable conclusion on the Council's control framework, risk and governance arrangements. For the year ended 31st March 2019, the Head of Internal Audit's opinion is that the adequacy and effectiveness of the Council's arrangements is Moderate Assurance – overall the Council's systems for control, risk and governance are generally adequate with some improvement required. Revision to assurance ratings and residual risks will be closely monitored through follow-ups in 2019/20. The Council's risk management framework has also been further embedded in 2018-19; and outcomes from risk management activity has informed the overall assurance framework. Further detail on Internal Audit outputs is provided in this report.
- 1.9 The report details the outcomes of delivery of the 2018/19 audit plan at Appendices 1-2, and outcomes of follow up audits in Appendix 3. The report also identifies and gives more detail on those areas where the overall assurance statements were less than 'moderate' at Appendix 2.
- 1.10 Internal audit projects result in a statement of assurance of either 'substantial', 'moderate', 'limited' or 'no' assurance. These conclusions are based on the number of critical and high priority risks identified in the report. These statements are indicators of the assurance we can give at the time of the audit and may reflect control design or compliance issues. In 2018/19, we are pleased to report a positive response to all final audit reports, with audit recommendations being accepted by management, and evidence of implementation on follow up.
- 1.11 Outcomes of follow up activity in 2018/19 is detailed at Appendix 3. Follow up audits on all recommendations arising from our work in 2018/19 will be conducted in 2019/20.

4. Implications

4.1. Financial implications

The programme of work has been met from within the existing Internal Audit budget. The financial implications of individual audit recommendations are met by local budgets.

4.2. Legal Implications

There are no legal implications arising from this report. Legal advice and support will be provided, where necessary, in relation to individual risks.

4.3. **Environmental implications**

There are no environmental implications arising from the recommendations in this report.

4.4. **Resident Impact Assessment**

The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

A Resident Impact Assessment has not been completed because the decision currently being sought does not have direct impacts on residents.

5. **Reason for recommendations**

5.1 To note outcomes of delivery of the audit plan at **Appendices 1-3**.

Appendices:

Appendix 1 – 2018-19 Internal Audit Plan update

Appendix 2 – High priority recommendations

Appendix 3 – Follow Up Outcomes

Final report clearance:

Signed by:

Annabel Scholes

Date: 21/8/19

Annabel Scholes – Interim Director of Finance
and Property (S151 Officer)

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REPORT ENDS

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APPENDIX 1 – 2018-19 INTERNAL AUDIT ANNUAL REPORT

Internal Audit Annual Report Audit Committee 2nd September 2019

Introduction: This Appendix gives summary details of the 2018-19 audit plan that was agreed by Audit Committee in March 2018. It shows the indicative scope as well as the completion status of each individual project. It also provides a summary of the plan completion stats. It is included to provide Members with assurance that the audit plan – which is the key vehicle for providing the Committee with independent assurance – is being effectively delivered.

* Denotes a principal risk

Page 9 1.1 CORPORATE / CROSS-CUTTING

Number	Audit title	Indicative scope	Days	Status – July 2019
CC18-1	Landlord Duty of Care *	Review of the Council's arrangements for ensuring compliance with Health & Safety requirements across its property portfolio.	15	Management letter issued – draft report stage, awaiting management responses. The review focussed on controls in place for completion of fire risk assessments (FRAs), and monitoring arrangements in place surrounding the implementation of actions arising from (FRAs). Summary high priority findings are included at Appendix 2.
CC18-2	Brexit Preparedness *	Review of the Council's plans and arrangements to prepare and respond to potential risks faced following Brexit. The review will consider the	15	Completed. Support was provided to the development of a Council-wide Brexit risk assessment to

Number	Audit title	Indicative scope	Days	Status – July 2019
		<p>effectiveness of the identification and assessment of risks within/to the following areas:</p> <ul style="list-style-type: none"> • Financial Management / Funding / Investments; • Local economy, partners and suppliers; • Governance arrangements, including strategies, policies and procedures; • Talent acquisition and retention; • Service delivery/demand; and <p>Legal implications.</p>		identify risks arising from the UK's exit from the EU. The risk assessment has been utilised by the Brexit Resilience Group to provide guidance and continual development of risk identification.
CC18-3	Outcomes Based Budgeting - programme review *	Continued rolling assurance of programme governance arrangements. To include a deep-dive into two/three work streams.	20	Completed – management letter issued. Resources utilised on programme assurance surrounding the design of controls surrounding the Programme Management Office .
CC18-4	Using Data Better Initiative	Review of the governance arrangements in place surrounding the cross-cutting <i>Using Data Better</i> initiative.	10	This review did not progress due to the cessation of the shared digital initiative. Resources utilised on undertaking Bunhill 2 review.
CC18-5	Information Governance *	Cross-cutting review of the Council's information governance arrangements, including compliance with GDPR. To focus on high risk areas.	15	At draft report stage, awaiting finalisation of management responses – Moderate assurance.

Number	Audit title	Indicative scope	Days	Status – July 2019
				Review primarily focussed on Record Management controls within high-risk areas, including Children’s Services.
CC18-6	Shared Digital Transformation –	Risk based review surrounding the Shared Digital governance arrangements. Review to include the delivery of the CMB prioritised programme.	15	This review did not progress due to the cessation of the shared digital initiative. Following an IT risk assessment undertaken with the Chief Information officer, resource is being utilised on undertaking a review of ‘IT Technology Debt’ . Fieldwork in progress, anticipated completion end July 2019.

1.2 RESOURCES

Number	Audit title	Indicative scope	Days	Status – July 2019
FR18-1	ERP – Programme Assurance	To provide assurance surrounding the ERP programme. To include a review of the programme's governance arrangements.	15	Resources utilised on Payroll key controls review as ERP implementation not proceeding. At draft report stage, awaiting finalisation of management responses – Limited assurance. Summary high priority findings are included at Appendix 2.
FR18-2	ERP – Control Design	To provide risk and control advice surrounding the development and implementation of the new ERP system.	25	Review did not proceed due to lack of implementation of ERP. Resources subsumed by staff vacancy.
FR18-3	Continuous Audit Monitoring (CAM) *	Review of 5 key financial systems in line with the rolling CAM plan.	50	Completed - controls within the following key systems were reviewed in 2018/19: <ol style="list-style-type: none"> 1. Cash Management (Limited, 3 medium priority findings relating to bank reconciliations, suspense accounts and cash deposit reconciliations) 2. Accounts Payable (Moderate) 3. Treasury Management (Moderate) 4. Softbox (Moderate) 5. ContrOCC (Moderate)

Number	Audit title	Indicative scope	Days	Status – July 2019
FR18-4	Procurement	Risk-based review of the end-to-end procurement process.	15	<p>Procurement - At draft report stage, awaiting exit meeting – Moderate assurance.</p> <p>Contract management – the scope of the procurement review above included follow-up review of the recommendations raised within the Contract Management Internal Audit (report finalised August 2018) to assess the rate of implementation of audit recommendations. Some recommendations are still in progress, with a revised implementation date of 30th September 2019 to 31st December 2019. An update will be brought to Committee in the Interim 2019/10 Internal Audit Report.</p>
FR18-5	Capital Expenditure*	Risk based review of the effectiveness of key controls in place surrounding the Council's capital programme.	15	Completed - Moderate assurance.
FR18-6	Shared Digital*	As per Shared Digital plan – to be confirmed on completion of 2017/18 work.	20	<p>This review did not progress due to the cessation of the shared digital initiative.</p> <p>Following an IT risk assessment undertaken with the Chief Information officer, resource is being utilised on undertaking a review of 'Ethical Hacking – Governance arrangements'. This</p>

Number	Audit title	Indicative scope	Days	Status – July 2019
				review was scoped and due to commence in 2018-19 however deferred and will now commence in Autumn 2019.
FR18-7	IT application review	Key controls testing, including a deep-dive into one IT application. Focus on key controls and risks related to availability, integrity, confidentiality and accountability.	15	Resource utilised on risk management input this area.

1.3 CHILDREN'S SERVICES

Ref	Audit title	Indicative scope	Days	Status – July 2019
CS18-1	Placement Commissioning 16-17 year olds*	Deferred from 2017/18. Cross-cutting review with Adult Social Care. To review the Council's commissioning processes for Looked After Children and Children in Need to ensure that best value is obtained and care quality is monitored in line with Children's Services Joint Commissioning Policy. To also include a review of the effectiveness of assessment/placement processes, budget monitoring and/or contract management.	15	At draft report stage, awaiting finalisation of management responses – Limited assurance. Summary high priority findings are included at Appendix 2.
CS18-2	Transition from Child to Adult*	Deferred from 2017/18. Cross-cutting review with Adult Social Care. Risk based review of the governance arrangements in place for managing the transition from children's to adult's social care.	15	Review in progress, anticipated completion end-August 2019.
CS18-3	Schools' Monitoring*	Risk based review of the schools' finance team to review the Council's ongoing financial monitoring arrangements in respect of schools.	15	At draft report stage, management letter issued – awaiting management responses. Scope also included review of the six school audit reviews undertaken in 2018-19 to amalgamate and summarise common findings into a generic action plan, which will be shared across all Islington schools.
CS18-5	Children's Centres / Early Years*	Risk based review of the arrangements in place for the effective financial management and monitoring of Children's Centres. To also consider the	10	Resources re-allocated to Westbourne Nursery extended follow-up review.

Ref	Audit title	Indicative scope	Days	Status – July 2019
		arrangements in place to manage risks relating to a reduction in funding and/or service demand.		Review in progress, anticipated completion end August 2019.
CS18-6	Schools – establishment reviews	Risk based review of six schools.	35	<p>The following six school audit reviews have been undertaken:</p> <ol style="list-style-type: none"> 1) Christ the King Primary School – at draft report stage, awaiting exit meeting. Limited assurance 2) Beacon High School (was Holloway) – Completed. Limited assurance 3) Rotherfield Primary School – Completed. Moderate assurance. 4) St John Evangelist – fieldwork completed, awaiting exit meeting. 5) Highbury Quadrant – fieldwork completed, awaiting exit meeting. 6) Winton Primary School - fieldwork completed, awaiting exit meeting.
CS18-6-1	St Aloysius RC College	Risk based review of St Aloysius RC College.	25	Completed – management letter issued.
CS18-7	Stronger Families	Risk based review to ensure the service retains a robust level of scrutiny and oversight to the principles of the Stronger Families programme.	20	The Council has been granted Earned Autonomy by MHCLG, which means that Islington has moved away from the payment by results arrangement in 2018/19, allowing the Council to use more up-front investment to embed better ways

Ref	Audit title	Indicative scope	Days	Status – July 2019
				<p>of working. The details of the arrangement are agreed through an individual memorandum of understanding between MHCLG and the Council. There will be no more claims under the existing Payment by Results approach.</p> <p>A programme of on-going assurance work was agreed with the Service area to commence early August 2019.</p>

1.4 ENVIRONMENT AND REGENERATION

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Ref	Audit title	Indicative scope	Days	Status – July 2019
ER18-1	Blue Badge*	Deferred from 2017/18. Risk based review surrounding the administration and issue of blue badges. To include a review of controls surrounding enforcement.	15	At draft report stage, awaiting finalisation of management responses – Moderate assurance.
ER18-2	Parking Services	Risk based review focussed on key controls. To include review of effectiveness of the governance arrangements surrounding compliance with legislative requirements.	15	Review deferred to 2019-20 given service changes in 2018-19.
ER18-4	Use of Agency Staff (E&R)	Risk based review surrounding the use of agency staff in E&R. The review will also deep dive into a sample of variable payments (e.g. overtime).	25	Completed – management letter issued.

Ref	Audit title	Indicative scope	Days	Status – July 2019
				Resource utilised for E&R Overtime review , and subsequent follow-up reviews.
ER18-5	Waste and recycling	Risk-based review surrounding the effectiveness of key controls in place surrounding for the provision of residential waste and recycling services.	15	Resource utilised for ' Green Space Income ' review. At draft report stage, awaiting exit meeting – Moderate assurance.

1.5 HOUSING AND ADULT SOCIAL SERVICES

Ref	Audit title	Indicative scope	Days	Status – July 2019
HASS18-1	Safeguarding Adults*	Deferred from 2017/18. Risk based review of the Council's arrangements for safeguarding adults, including governance, risk management, and the arrangements for ensuring statutory requirements are met.	15	See HASS18-2 below Client requested that the review be combined with HASS18-2 to focus on extended Mental Health Safeguarding review.
HASS18-2	Mental Health Safeguarding Processes*	Risk based review of the arrangements and processes in place surrounding mental health safeguarding.	15	Draft management letter awaiting exit meeting Extended review being undertaken (as per HASS18-1) covering governance and risk management arrangements, information management and safeguarding of data, strategy, making

Ref	Audit title	Indicative scope	Days	Status – July 2019
				safeguarding personal; and deprivation of liberty safeguards in relation to S75.
HASS18-3	Rent Income & Recovery*	Risk based review of the effectiveness and efficiency of the Council's arrangements for rent collection and rent arrears following the introduction of Universal Credit.	15	Completed – Moderate assurance.
HASS18-4	Housing Voids	<p>Risk based review to ensure that the following key objectives are being met:</p> <ul style="list-style-type: none"> • Sound policies and procedures in place for the management of empty Council properties (voids) and these are adhered to by all staff; • Appropriate action is taken to minimise the time that Council properties are empty and classified as void. Relevant performance and financial information is produced and monitored in order to assist with this process; <p>Repairs to void properties are restricted to those essential to meet the Council's re-let standard. All rechargeable repairs are fully and promptly charged to the outgoing tenant and appropriate action is taken to recover the sums due.</p>	15	Completed – Moderate assurance.
HASS18-5	TMOs and Tenancy Management*	Risk-based review of four TMOs within the borough.	20	Three TMO reviews completed as follows: 1. Quaker Court - at draft report stage, awaiting management response – No

Ref	Audit title	Indicative scope	Days	Status – July 2019
				<p>assurance. Summary high priority findings are included at Appendix 2.</p> <p>2. Redbrick TMO – completed, No assurance. Summary high priority findings are included at Appendix 2.</p> <p>3. Brooke Park Co-op – completed, Moderate assurance.</p> <p>A planned review of Gambier House TMO has been delayed until September 2019. Internal Audit also undertook consultancy and advice work with the Tenancy Management Team, including assistance with design of templates.</p>
HASS18-6	Voluntary Sector Organisation (VSO)	Risk-based review of VSO monitoring arrangements. To include a visit to one VSO.	15	<p>Completed.</p> <p>A review of Hilldrop Area Community Association was undertaken (resulting in a <i>Limited Assurance</i> rating; high priority recommendations are detailed at Appendix 2).</p> <p>Internal Audit also delivered a training session to the Voluntary Sector Community team in January 2019 regarding the key risks, controls and fraud red-flags surrounding VSOs, with the aim of further enhancing the support the Council provides to VSOs.</p>

1.6 PUBLIC HEALTH

Ref	Audit title	Indicative scope	Days	Status – July 2019
PH18-1	Public Health	Risk based review based on risk assessment conducted in-year.	15	Fieldwork in progress, anticipated completion end July 2019 Scope focussed on governance surrounding partnership working arrangements.

1.7 KEY ADDITIONAL REVIEWS

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Ref	Audit title	Indicative scope	Days	Status – July 2019
ADD18-1	Prior Weston Primary School (CS)	Risk based audit of income collection and banking procedures.	20	Review completed – management letter issued.
ADD18-2	Bunhill 2	Risk based audit examining the control framework for Bunhill 2 project.	25	Review completed – management letter issued.
ADD18-4	E&R BSOG Grant	A grant claim review to confirm appropriate supporting documentation is in place.	5	Review completed – management letter issued.

Supplementary table – Audit Plan completion statistics

Audit status	Number of reviews	% of the audit plan
Total number of reviews included on the audit plan	40	
Audits not proceeding <ol style="list-style-type: none"> 1. ERP control design – deferred due to the status of the ERP programme. Internal Audit input will be provided in 2019/20 2. Parking – deferred to 19/20 given service restructure. 	2	
Reviews to be completed in 2018/19	38	100%
Audits completed (draft report issued to client)	31	82%
Audits in progress <ol style="list-style-type: none"> 1) IT Technology Debt 2) Transition from Child to Adult 3) Westbourne Nursery 	5 audits	13%

Audit status	Number of reviews	% of the audit plan
4) Stronger Families 5) Public Health		
Audits not commenced Gambier House TMO – fieldwork scheduled for September 2019 Ethical Hacking – fieldwork scheduled for Autumn 2019	2 audits	5%

APPENDIX ENDS

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APPENDIX 2 – High Priority Recommendations

2018-19 Internal Audit Annual Report Audit Committee 2nd September 2019

Introduction

This appendix summarises high priority recommendations arising in 2018-19 from audit reviews that attracted a 'no' or 'limited' assurance rating since our last update to Committee in January 2019. It provides Members with an overview of recommendations made in areas where control weaknesses have been identified that have constituted high risk to specific service objectives.

Satisfactory management responses to audit recommendations have been obtained. Follow up reviews will be conducted to assess the level of implementation of audit recommendations.

Reference	Audit Title
FR18-1	Payroll Key Controls
Four high priority recommendations have been raised within the following areas: <ul style="list-style-type: none">• Management of overpayments• Leavers• Changes to standing data• Expense payments.	

Reference	Audit Title
CS18-1	Placement Commissioning 16-17 Years
<p>Four high priority recommendations have been raised within the following areas:</p> <ul style="list-style-type: none"> • Completion of Placement Referral Request forms • Risk assessments • Timely completion of placement commissioning forms and risk/issues log • Housing Benefit claims. 	

Reference	Audit Title
CC18-1	Landlord Duty of Care – Fire Risk Assessments (FRAs)
<p>Two high priority recommendations have been raised within the following areas:</p> <ul style="list-style-type: none"> • Governance – training programmes • Assurance framework for the completion, inspection and monitoring of FRAs. 	

Reference	Audit Title
HASS18-5 (1)	Quaker Court TMO
Five high priority recommendations have been raised within the following areas: <ul style="list-style-type: none">• Safeguarding (DBS checks)• Bank reconciliations• Management of bank accounts• Data security• Business Continuity.	

Reference	Audit Title
HASS18-5 (2)	Redbrick TMO
Five high priority recommendations have been raised within the following areas: <ul style="list-style-type: none">• Safeguarding (DBS checks)• Bank reconciliations• Management of bank accounts• Data security• Business Continuity.	

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APPENDIX 3 – FOLLOW UP OUTCOMES

2018-19 Internal Audit Annual Report Audit Committee 2nd September 2019

Introduction This appendix gives details of the results of follow up of recommendations. It provides Members with an indication of the level of implementation of audit recommendations by management. This demonstrates how well the initial audit delivered a value adding output as well as how successful management have been in mitigating the identified risk exposure.

1.1 CORPORATE / CROSS CUTTING

Number	Audit title	Indicative scope	Audit status and assurance rating 2017-18	2018-19 Follow Up Outcomes – July 2019
FWU18_1	Health & Safety *	Deferred from 2016-17. To undertake a deep dive into one health and safety area across the Council.	Management letter	Follow-up due to commence late August 2019.
FWU18_2	IR35	Review of the impact of the new IR35 regulation. To include tax and service delivery risks to the Council.	Completed. Limited assurance.	Follow up completed. A good rate of implementation was noted. The audit originally attracted a 'limited' assurance rating. While a full audit would need to be undertaken to revise the assurance rating, the good rate of implementation of recommendations and positive action taken by management in response to the original report, suggests that the control environment (in relation to the specific areas covered by the

Number	Audit title	Indicative scope	Audit status and assurance rating 2017-18	2018-19 Follow Up Outcomes – July 2019
				follow up), has improved and is indicative of 'moderate' assurance.
FWU18_3	Income Generation	Cross Council review of Income Generation strategies.	Completed. Management letter issued.	n/a – no recommendations were raised in the original review.
FWU18_4	Contract Management	To assess organisational oversight of third party delivery.	Completed. Limited assurance.	Follow-up completed as part the 2018-19 'Procurement' review. See Appendix 1 (FR18-4).
FWU18_6	General Data Protection Regulation	Ongoing monitoring of council's preparation for the implementation of GDPR	Completed. Management letter issued.	Follow up completed. A good rate of implementation was noted.
FWU18_33	Gift & Hospitality and Declarations of Interest	Review the control processes in place to maintain and monitor the receipt of gifts and hospitality and declarations of interest for officers and members	Completed. Separate reports were issued for Employees and Members. Employees: Limited assurance. Members: A separate management letter was issued.	Follow-up in progress. Anticipated completion end August 2019.

1.2 RESOURCES

Ref	Audit title	Indicative scope	Audit status and assurance rating 2017-18	Follow Up Outcomes
FWU18_8	Purchase cards	Review of key controls in place surrounding Purchase cards and the arrangements for monitoring transactions.	Completed. Limited assurance.	Initial follow-up completed. Additional follow-up scheduled for August 2019.
FWU18_9	Continuous Auditing/Key Financial Systems	Key controls review focussed on five key financial systems; Council Tax and NNDR, Parking, Treasury Management, Cash Management, and Accounts Payable.	Completed. Limited assurance for two systems.	Follow up completed as part of 2018-19 CAM work. A good rate of implementation was noted.

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1.3 CHILDREN'S SERVICES

Ref	Audit title	Indicative scope	Audit status and assurance rating 2017-18	Follow Up Outcomes
FWU18_11	SEN Transport	Cross cutting review with E&R, to review the impact of increasing costs and demographic issues on service delivery as well as	Completed. Management letter issued.	Follow up scheduled to be undertaken alongside 2019-20 review of High Needs/SEN Placements, currently scheduled for Q3 2019-20.

Ref	Audit title	Indicative scope	Audit status and assurance rating 2017-18	Follow Up Outcomes
		arrangements for ensuring ongoing viability.		
CS17_4	Foster Care Payments	Extended follow up of 2016/17 audit; to include adoption and guardianship payments.	Completed. Limited assurance rating.	Follow-up completed. Progress noted towards implementation of recommendations, and revised actions and targets dates agreed with management for actions that remained outstanding. 2018-19 Continuous Audit Monitoring (CAM) work also included testing surrounding Softbox (system used to process payments) and provided opinion of 'Moderate assurance'.
FWU18_16	Arts and Media School Islington	Internal audits of schools on a cyclical basis.	Completed. No assurance.	Follow-up completed, a good rate of implementation was noted. The audit originally attracted a 'no' assurance rating. While a full audit would need to be undertaken to revise the assurance rating, the good rate of implementation of recommendations and positive action taken by management in response to the original report, suggests that the control environment (in relation to the specific areas covered by the follow up), has improved and is indicative of 'limited' assurance.

Ref	Audit title	Indicative scope	Audit status and assurance rating 2017-18	Follow Up Outcomes
FWU18_15	Hargrave Park Primary School	Internal audits of schools on a cyclical basis.	Completed. Limited assurance.	<p>Follow-up completed, a good rate of implementation was noted.</p> <p>This audit originally attracted a 'limited' assurance rating. While a full audit would need to be undertaken to revise the assurance rating, the good rate of implementation of recommendations and positive action taken by management in response to the original report, suggests that the control environment (in relation to the specific areas covered by the follow up), has improved and is indicative of 'moderate' assurance.</p>
FWU18_17	Drayton Park Primary School	Internal audits of schools on a cyclical basis.	Completed. Moderate assurance.	Follow up in progress, anticipated completion September 2019.
FU18_14	St Jude and St Paul's Primary School	Internal audits of schools on a cyclical basis.	Completed. Limited assurance.	Follow up in progress, anticipated completion September 2019.

1.4 ENVIRONMENT AND REGENERATION

Ref	Audit title	Indicative scope	Audit status and assurance rating 2017-18	Follow Up Outcomes
FU18_21	Cottage Road Depot	To review procurement and contract management processes to ensure practices are in line with Council policies. To include an assessment of the oversight of practices.	Completed. Limited assurance.	<p>Follow-up completed, a good rate of implementation was noted.</p> <p>This audit originally attracted a 'limited' assurance rating. While a full audit would need to be undertaken to revise the assurance rating, the good rate of implementation of recommendations and positive action taken by management in response to the original report, suggests that the control environment (in relation to the specific areas covered by the follow up), has improved.</p>

1.5 HOUSING AND ADULTS SOCIAL SERVICES

Ref	Audit title	Audit Indicative Scope	Audit status and assurance rating 2017-18	Follow Up Outcomes
FWU18_24	VCS Organisation – One True Voice	Review of activities undertaken by Third Sector Organisation in the borough.	Completed. Management letter issued.	Follow-up not required. Control/risk advice provided to the voluntary sector organisation via management letter.
FWU18_26	Hornsey Lane TMO	Key controls review.	Completed. assurance. No	Follow up in progress
FWU18_29	Stafford Cripps TMO	Key controls review.	Completed. assurance. Limited	Follow up scheduled to be undertaken in Q3 2019-20.
FWU18_27	Charteris TMO	Key controls review.	Completed. assurance. No	<p>Follow-up completed, a good rate of implementation was noted.</p> <p>The audit originally attracted a ‘no’ assurance rating. While a full audit would need to be undertaken to revise the assurance rating, the good rate of implementation of recommendations and positive action taken by management in response to the original report, suggests that the control environment (in relation to the specific areas covered by the follow up), has improved and is indicative of ‘limited’ assurance.</p>

Ref	Audit title	Audit Indicative Scope	Audit status and assurance rating 2017-18	Follow Up Outcomes
FWU18_28	Half Moon TMO	Key controls review.	In draft report stage, awaiting finalisation of management responses.	Follow up scheduled to be undertaken in Q3 2019-20.

APPENDIX ENDS



Finance
7 Newington Barrow Way
London N7 7EP

Report of: Interim Director of Finance and Property (S151 Officer)

Meeting of	Date	Ward(s)
Audit Committee	2 nd September 2019	All

Delete as appropriate	Non-exempt	
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Part of the report is not for publication because it contains exempt information under Schedule 12A of the Local Government Act 1972) Paragraphs 1, 2, 7 Schedule 12A of the Local Government Act 1972, namely: Information relating to an individual. Information which is likely to reveal the identity of an individual and Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

The appendix to this report is exempt and not for publication

SUBJECT: Annual Fraud Report - 2018/19

1. Synopsis

- 1.1. This report is intended to support Committee in obtaining assurance that the Council has a sound framework of governance, risk management and internal control. It does this by providing an update surrounding the Council's counter fraud activity.
- 1.2. An update on corporate investigations and housing investigations has been provided. The report covers the period 1st April 2018 to 31st March 2019. In the interest of timely reporting to Committee, information in section 2 relating to corporate investigations has been extended to cover Q1 2019/20.

2. Recommendation

- 1.3. To note the contents of the report.

3. Background

- 1.4. The Local Government Transparency Code 2015 (published by the Department for Communities and Local Government - now the Ministry for Housing, Communities and Local Government) requires local authorities to publish details of their counter fraud activity.
- 1.5. The report summarises the work that has been taken by Internal Audit (Investigations) and Housing Investigations.

4. Implications

4.1 Financial implications

The programme of work has been met from within the existing Internal Audit budget. The financial implications of individual mitigating actions are met by local budgets.

4.2 Legal Implications

There are no legal implications arising from this report. Legal advice and support will be provided, where necessary, in relation to individual investigations.

4.3 Environmental implications

There are no environmental implications arising from the recommendations in this report.

4.4 Resident Impact Assessment

The Council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

A Resident Impact Assessment has not been completed because the decision currently being sought does not have direct impacts on residents.

5. Conclusion and reasons for recommendation

- 5.1 To note the detail of the counter-fraud activity carried out by Internal Audit (Investigations) and Housing Investigations.

Appendices

Appendix 1 – Annual Fraud Report – 2018/19 (Exempt – not for publication)

Final report clearance:

Signed by:

Annabel Scholes

Date:21/8/19

Annabel Scholes – Interim Director of Finance
and Property (S151 Officer)

Report Author:

Nasreen Khan, Head of Internal Audit, Investigations and Risk Management

Tel: 0207 974 2211

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Financial Implications

Author: Stephen Key

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Legal Implications

Author: David Daniels

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REPORT ENDS

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Report of: Interim Director of Finance and Property (S151 Officer)

Meeting of	Date	Ward(s)
Audit Committee	2 nd September 2019	All

Delete as appropriate	Non-exempt	
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Part of the report is not for publication because it contains exempt information under Schedule 12A of the Local Government Act 1972) Paragraphs 1, 2, 7 Schedule 12A of the Local Government Act 1972, namely: Information relating to an individual. Information which is likely to reveal the identity of an individual and Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

THE APPENDIX TO THIS REPORT IS NOT FOR PUBLICATION

SUBJECT: Whistleblowing Report – 1st April 2018 to 30th June 2019

1. Synopsis

- 1.1 The report seeks to provide assurance that whistleblowing arrangements are in place and operating effectively, and that investigating fraud is an integral part of the Council's Anti-Fraud Strategy.

The Council's Whistleblowing Officer is the Head of Internal Audit, Investigations and Risk Management.

Whistleblowing arrangements are a key element of the Council's overall governance arrangements. It is the mechanism to "empower the honest majority" in the fight against fraud and corruption and is an integral part of the Council's Anti-Fraud Strategy.

Whistleblowing allows employees, members, contractors and others, to raise concerns surrounding potential fraud and corruption. There are separate reporting mechanisms for adult and child protection allegations. Whistleblowing information is located within the Human Resources policies and procedures section of the Council's intranet.

A review of the Council's whistleblowing policy was undertaken in 2018-19 and approved by Audit Committee in January 2019.

- 1.2 The report gives detail of referrals made between 1st April 2018 and 30th June 2019 as well as referrals carried forward from previous years.

2. Recommendation

- 2.1 To note the report.

3. Background

- 3.1 The Council is obliged under the Public Interest Disclosure Act to maintain a whistleblowing policy, designed to encourage staff, members, contractors and others to raise concerns without fear of reprisal. Appendix A details the referrals that have received under the Council's Whistleblowing Policy with a status of each referral.

4. Implications

4.1 Financial Implications

The programme of work has been met from within the existing Internal Audit budget. Where relevant, the financial implications arising from individual investigations will be met by local budgets.

4.2 Legal Implications

The original Public Interest Disclosure Act 1998 protected disclosure provisions, inserted in the Employment Rights Act 1996, were amended by the Enterprise and Regulatory Reform Act 2013 to introduce a new public interest requirement. The Council must have regard to the Government's Whistleblowing Guidance for Employers and Code of Practice (2015).

Legal advice and support will be provided, where necessary, in relation to individual whistleblowing investigations.

4.3 Environmental Implications

There are no environmental implications arising from the recommendations in this report.

4.4 Resident Impact Assessment

The Council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding. A Resident Impact Assessment has not been completed because the decision currently being sought does not have direct impacts on residents.

5. Reasons for the recommendation

5.1 The report presents an update on whistleblowing referrals received from 1st April 2018 to 30th June 2019.

Appendices

Appendix A – Whistleblowing Investigations Report: 1st April 2018 to 30th June 2019 (Exempt – not for publication)

Final report clearance:

Signed by:



Annabel Scholes – Interim Director of Finance and Property (S151 Officer) **Date: 21/8/19**

Report Author:

Nasreen Khan, Head of Internal Audit, Investigations and Risk Management

Tel: 0207 974 2211

Email: Nasreen.Khan@islington.gov.uk

Financial Implications Author: Stephen Key

Tel: 0207 527 5636

Email: Stephen.Key@islington.gov.uk

Legal Implications Author: David Daniels

Tel: 0207 527 3277

Email: David.Daniels@islington.gov.uk

REPORT ENDS

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Report of: Interim Director of Finance and Property (S151 Officer)

Meeting of	Date	Ward(s)
Audit Committee	2 nd September 2019	All

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SUBJECT: Follow Up Report – Street Environment Services (SES) Overtime

1. Synopsis

- 1.1 This report presents follow up outcomes of the Internal Audit review of SES overtime.
- 1.2 Findings of the original audit were reported to Audit Committee in January 2019. Follow up outcomes were presented to Committee in March 2019. At the time, Committee requested an update on further follow up action in September 2019.

2. Recommendation

- 2.1 To note the report.

3. Background

3.1 Appendix A includes:

- A follow up memorandum presenting summary outcomes of the follow up including overall level of implementation of recommendations;
- A follow up action plan outlining detailed findings of the further follow up review.

Appendix A has been agreed by officers with Environment and Regeneration.

4. Implications

4.1 Financial implications

The programme of work has been met from within the existing Internal Audit budget. The financial implications of individual audit recommendations will be met by the local service budget.

4.2 Legal Implications

There are no legal implications arising from this report.

4.3 Environmental implications

There are no environmental implications arising from the recommendations in this report.

4.4 Resident Impact Assessment

The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding. A Resident Impact Assessment has not been completed because the decision currently being sought does not have direct impacts on residents.

5. Reason for recommendation

5.1 To note the outcomes of the further follow up review.

Final report clearance:

Signed by:

Annabel Scholes

Date: 21/8/19

Annabel Scholes – Interim Director of Finance
and Property (S151 Officer)

Report Author:

Nasreen Khan, Head of Internal Audit, Investigations and Risk Management

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Financial Implications

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REPORT ENDS

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Audit Committee 2nd September 2019
Appendix A – SES Overtime – Follow Up Outcomes

To:	Tony Ralph - Head of Street Environment Services John Mootealoo – Principal Performance Manager	Audit Ref:	FWU18-12
Cc:	Keith Townsend – Corporate Director Environment & Regeneration Maggie Kufeldt – Head of Paid Service (final only)	Date:	July 2019

CAMDEN & ISLINGTON SHARED INTERNAL AUDIT SERVICE
FOLLOW UP MEMORANDUM

SUBJECT: Follow Up of 2018/19 Street Environment Service Overtime – Internal Audit Review

Background

This memorandum presents the outcomes of our recent follow up review of Overtime (Street Environment Service). The original review was completed in October 2018 and attracted a ‘No Assurance’ rating. The original review focussed on the following areas:

- Overtime: Policy and Procedures,
- Contracts of Employment,
- Authorisation of Overtime,
- Management Information, and
- Compliance with the Council’s Alcohol and Drugs policy.

A follow up review, to assess the level of implementation of recommendations, was undertaken in February 2019. At that stage, 4 recommendations remained outstanding; which were subsequently followed up in June 2019. This memorandum presents outcomes of the June 2019 follow up; alongside findings of the February 2019 follow up that were presented to management previously.

Summary outcomes

The original Internal Audit report dating back to October 2018 made 9 recommendations (7 high priority and 2 medium priority) which were fully accepted by management. Based on the discussions held with management and evidence reviewed during the February 2019 follow up audit, we noted that 5 recommendations (4 high priority and 1 medium priority) were implemented and 4 recommendations (3 high priority and 1 medium priority) were partially implemented. Outstanding actions were as follows:

1. The ‘Capita Staff Management System’- The Working Time Directive Module would be operational by the end of February 2019,
2. Refuse & Recycling/Street Cleansing - The Working Time Directive Module would be operational by the end of February 2019,

3. Street Environment Services restructure – Implementation of a new structure by June/July 2019,
4. Overtime - The Working Time Directive Module will be operational by the end of February 2019.

The follow up review undertaken in June 2019 indicated that, based on discussion with management and evidence provided, 3 recommendations were implemented (2 high priority and 1 medium priority) and 1 high priority recommendation has been partially (Street Environment Services restructure) implemented with a revised implementation date of November 2019.

The original audit attracted a 'no' assurance rating. While a full audit would need to be undertaken to revise the assurance rating, the high rate of implementation of recommendations and positive action taken by management in response to the original report, suggests that the control environment (in relation to the specific areas covered by the follow up), has significantly improved and is indicative of 'limited' assurance given the inherent risks in this area.

The follow-up action plan detailing outcomes of our follow up review is attached at **Appendix A** and has been discussed with Tony Ralph, Head of Street Environment Services, and John Mootealoo, Principal Performance Manager.

Many thanks to Tony Ralph and John Mootealoo for the engagement during this follow up.

If you have any questions, or need to discuss any aspect of the action plan further, we would be very happy to discuss.

Yours sincerely,

Nasreen Khan
Head of Internal Audit, Investigations and Risk Management

Appendix A

Overtime (Street Environment Service) – Follow Up Action Plan

Original audit: October 2018

First follow up: February 2019

Second follow up: June 2019

	Matters Arising	Recommendations	Priority	Original Management Response and agreed actions – October 2018	Previous Follow Up Outcomes – February 2019 (Reported to management and the Audit Committee in March 2019)	Current follow Up Outcomes June - 2019
1.	<p>Street Environment Services (SES) use an MS Access Database called 'Head Count' to record hours worked, including overtime. Our examination of 'Head Count' identified a number of functional deficiencies which work to undermine its effectiveness as a work management system. The deficiencies identified include:</p> <ul style="list-style-type: none"> Inability to record actual start and finish dates and time of attendance. Inability to facilitate pre and post approval of overtime. No functional capacity to identify and flag the input of invalid work 	<p>It is recommended the responsible officer should ensure that the proposed replacement system for 'Head Count' has the following functionality:</p> <ul style="list-style-type: none"> The ability to record attendance for each operative/officer, Enables actual hours worked to be analysed by type e.g. normal day, night shift, contractual hours, Saturday, Sunday, Promotes workflow management based on agreed shifts and rotas, Records staff leave by type, such as annual leave, rest days, flexi leave, Identifies unallocated shifts which require 	<p>● High</p>	<p>Agreed: Yes</p> <p>Action to be taken: A new cloud base system 'Capita Staff Management System' will be implemented, allowing staff to complete digital timesheets which will record start and finish times, leave, and enable pre and post authorisation of overtime. It will also be capable of producing reports detailing staff work patterns and other management information, including reports for audit purposes. The system is currently being configured with planned launch date 3rd December 2018. The</p>	<p>Partially Implemented</p> <p>Internal Audit was shown the new 'Capita Staff Management System' and how it operates. The new cloud based system, 'Capita Staff Management System' is operational, but is running in parallel with the existing system to ensure that the management information produced is robust. The new system will be fully implemented by 1st April 2019.</p> <p>All SES operatives have been issued with a mobile phone, which has an App installed. (ICollect). The operation</p>	<p>Implemented</p> <p>Internal Audit was advised by the Head of Street Environment Services (SES) that the new 'Capita Staff Management System' is fully operational and has completely replaced the previous system, which was withdrawn in March 2019. The system functionality was demonstrated to Internal Audit by the Principal Performance Manager, Street Environment Services, who provided Internal Audit with a system report which confirmed that there were no breaches of the Working Time</p>

	<p>patterns, such as those relating to night duty, normal contractual hours, Sunday working, and planned and voluntary overtime.</p> <ul style="list-style-type: none"> • Inflexibility of the Headcount database as a management reporting tool. <p>Our audit noted that SES management have been aware of 'Headcount's' limitations for some time, and at the time of the audit SES were in the process of procuring a dedicated electronic workforce management system. The new system is expected to provide accurate, real-time data via the use of GPRS technology and fingerprint/iris recognition entry systems.</p>	<p>additional resource, and records the source of the additional resource, i.e. whether allocated to Council staff or agency workers,</p> <ul style="list-style-type: none"> • Pre and post- authorisation of overtime, • Flexible and effective management information that meets management needs, and enables effective monitoring • Enables the export of data in different formats e.g. excel. 		<p>system will also identify agency requirements and usage.</p> <p>The Capita system will run in parallel with the existing system for two months to allow any teething issues to be resolved before running fully live from April 2019.</p> <p>Responsible Officer: John Mooteealoo, Principal Performance Manager, Street Environment Services.</p> <p>Target Date: December 2018.</p>	<p>of the App was demonstrated to Internal Audit on a mobile phone. The output was seen on screen and copies of the reports "not clocked in" and "clocked in late, left early" were provided as evidence. The App has the facility for all SES operatives to record their exact start and finish times as well as any breaks during the working day. The record of start and finish times is immediately available on the new system and is monitored by operational managers and the performance team every day.</p> <p>Outstanding action: The Working Time Directive Module is yet to become operational.</p> <p>Responsible officer: John Mooteealoo, Principal Performance Manager, Street Environment Services.</p> <p>Implementation date: End February 2019</p>	<p>Regulations in May/June 2019</p> <p>The Working Time Directive Module and the Driver Hours Regulations Module is fully operational within the system and is in use by all operatives and office staff within Street Environment Services from April 2019.</p> <p>The Head of Street Environment Services informed Internal Audit, that the intention is to roll out the 'Capita Staff Management System' to all of Public Realm.</p>
2.	<p>Budgetary Control</p> <p>Internal Audit met with the Principal Accountant who believes that the budget</p>	<p>It is recommended the responsible officer liaise with Finance Services, who are responsible for setting budgets, to ensure that:</p>	<p>● High</p>	<p>Agreed: Yes</p> <p>Action to be taken: E&R Finance are in the process of developing a</p>	<p>Implemented</p> <p>Internal Audit were advised by the Head of Street Environment</p>	<p>n/a (evidenced as implemented during the February 2019 follow up)</p>

<p>setting for 2017/18 was unreliable as a measure of expected spend in Street Environment Service. The main cause was that salary estimates do not reflect shift patterns and overtime payments, and that the budget was based on a 5 day, 35-hour week, rather than reflecting the 7-day nature of the service; where weekend and late shift work attract different pay rates.</p> <p>Following discussion with the Cleaner Streets Programme Manager we noted that 20 operatives actually work 28 hours but are paid 35 hours. This difference is because the operatives cover weekend work.</p> <p>Our review of Refuse/Recycling (NT581), Street Cleansing (NT582) and Workshop (NT585) cost centres identified significant overspends at year-end against the original 2017/18 budget. The extent of these overspends is as follows:</p> <p>NT581 £2,387,977 (124%) NT582 £1,069,078 (117%)</p>	<ul style="list-style-type: none"> • Budgets are accurate and based on sound service data, reasonable assumptions, and are reflective of service needs, • Monthly budget monitoring reports enable effective monitoring, and include projections of overspends, so that SES Management are provided with early warning of potential overspends. This will allow remedial action to be taken in a timely manner. 		<p>zero-based budget for the service, in conjunction with Matt McGinley, a Principal Accountant from Finance Services, which will be reviewed and approved by the Service Director.</p> <p>The budget will be monitored via monthly budget meetings which will be attended by the Budget Holder, Head of Service and the Service Director.</p> <p>Responsible Officer: John Mooteealoo, Principal Performance Manager, Street Environment Services.</p> <p>Target Date: November 2018</p>	<p>Services that a zero based budget has been implemented. We were supplied with a spreadsheet, 'latest ZBB and hours view' that had been prepared by the Principal Accountant to confirm.</p> <p>Budget monitoring meetings are held with Group Managers on a weekly basis. The Head of Service meets with the Principal Accountant at least once every 2 weeks and the Service Director holds regular monthly meetings to discuss and monitor the budget at a high level. The Head of Street Environment Services produced his 'Outlook Calendar' to evidence the Budget meetings</p> <p>Budget monitoring provided for SES by Matt McGinley, Principal Accountant for 2018/2019 to period 10, shows the following cost reductions in overtime and agency cost based costs up to period 10 in the previous financial year.</p> <p>a. Overtime - £164,000 b. Agency -</p>	
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	<p>NT585 £681,711 (149%)</p> <p>Agency workers provided by Cue Personnel undertake duties for both Refuse and Street Cleansing. However, we noted that the hours charged by Cue were not correctly allocated to the relevant service and were being charged to one cost centre only, namely Refuse & Recycling.</p> <p>We noted that Finance has prepared a salary budget for 2018/19, which is more reflective of expected spend. Furthermore, Cue Personnel has agreed in future to identify the service areas on their invoices, which should improve the accurate allocation of costs to service areas.</p>				£309,000		<p>A dashboard of reports is produced by the Performance Team on a fortnightly basis from a number of different systems. The latest copy of the dashboard was provided to Internal Audit. The reports consist of a Service overview which is RAG rated. Further reporting within the dashboard, drills down into individual functions within the Service to provide a complete picture of Service performance. The reports are taken by the Head of Street Environment Services to the Senior Management Team meeting every fortnight.</p>
3.	<p>Refuse & Recycling/Street Cleansing</p> <p>The attendance records maintained for operational workers in both Refuse & Recycling and Street Cleansing is limited to a basic 'In' or 'Out' status. Start and leave times are</p>	<p>It is recommended that the responsible officer should ensure that the proposed digitisation of attendance and workflow management enables effective record keeping of attendance. This should be based on the following requirements:</p> <p>a) Real-time attendance recording</p>	<p>● High</p>	<p>Agreed: Yes</p> <p>Action to be taken: The new cloud base system 'Capita Staff Management System' will be implemented in December 2018 and will include</p> <p>a. Real time</p>	<p>Partially Implemented</p> <p>The Head of Street Environment Services confirmed that the new cloud based system 'Capita Staff Management System' was implemented in December 2018.</p>	<p>Implemented</p> <p>Internal Audit can confirm that the Working Time Directive Module is fully Operational. This was demonstrated to Internal Audit visually by the Principal Performance Manager,</p>	

<p>not recorded which means that it is not possible to cross check attendance to the shifts that have or are claimed to have been worked.</p> <p>Individual workers are allocated to a rota sheet via Headcount. Supervisors are required to confirm worker's attendance or other changes by ticking off the rota sheet at the start and end of each shift.</p> <p>At the end of shifts the rota sheets are input on to Headcount by the Operation Administration Support team.</p> <p>We found that the paper rota sheets are shredded the month following payroll processing. As a consequence, we were unable to test and validate whether shifts had been worked and whether the hours worked and overtime claimed were reasonable and accurate.</p> <p>Workshop</p> <p>The workshop maintains attendance sheets that clearly record the times of</p>	<p>b) Fingerprint / iris recognition entry system to prevent personation</p> <p>c) Mobile tracking</p> <p>d) Effective scheduling and workload allocation functionality, ensuring that the right employees are allocated to the right job.</p> <p>e) Comprehensive, effective and timely management information and reporting, including dashboards for attendance, absences, Working Time Directive compliance and overtime reports.</p> <p>Pending the introduction of a new attendance and workflow management system, paper rota sheets should be retained to provide an effective audit trail for overtime worked by operatives. HMRC recommends that pay records be retained for three years. SES Management should liaise with the Council's Information Management and Payroll teams to ensure compliance with HMRC requirements and the Council's Record Management Policy.</p>		<p>attendance recording, replacing the current Headcount system,</p> <p>b. Hellotracks; a GPRS monitoring system, will be used for all staff, enabling staff to be tracked and located.</p> <p>c. Capita system will allocate staff to the correct schedules</p> <p>d. Working Time Directive compliance and driver hours will be programmed in to Capita system.</p> <p>Currently, paper records cease to be used with all attendance details stored on the 'Headcount' system negating storage of paper copies and reports output related to attendance as and when required.</p> <p>The feasibility of introducing a 30-minute threshold for overtime claims will be discussed with the Service Director Public Realm.</p>	<p>Internal Audit was shown the new 'Capita Staff Management System' and how it operates.</p> <p>We were advised that the 'Headcount' system is still in use, but is working in conjunction with 'Capita Staff Management System' until the new system goes live in April 2019.</p> <p>Real time attendance of all operatives is captured with the use of the ICollect App on their mobile phones, using a 'click in, click out' system. Once an operative 'clicks in', the system will record the exact time and location of when and where work commenced. Internal Audit was shown how the App works and were given reports that are produced from the system</p> <p>The Performance Team monitor reports produced from the Capita system such as "not clocked in" and "clocked in late, left early" to ensure compliance and to take corrective action. The</p>	<p>Street Environment Services. Validation was made by a walk through test of the system.</p> <p>To ensure that the Working Time Directive and Drivers Hours Regulations were enforced, the Principal Performance Manager, Street Environment Services demonstrated to Internal Audit, how the system operates. We were shown a small sample of SES employee records on the 'Capita Staff Management System' The employees viewed, all had the Working Time Directive indicator marked within each employee record on the system. The Principal Performance Manager, Street Environment Services, confirmed that all SES employees have been added to the system and that their hours worked are recorded by the Working Time Directive Module.</p> <p>The visual demonstration of the 'Capita Staff Management System' conducted by the</p>
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<p>attendance. Detailed examination of these revealed</p> <ul style="list-style-type: none"> Mandatory lunch breaks have not been recorded and as a consequence long working days of up to 10 hours have been recorded/claimed, for example on bank holidays and weekends. Daily hours worked have been rounded upwards e.g. 9.5 hours worked but 10 hours have been claimed. Over a working week this adds up to 2.5 hours being over claimed e.g. employee 4113918 for week ending 14/01/18. Claims of up to 40 hours' overtime per week on top of a basic 35 hours worked e.g. employee 4113875. <p>SES management informed Internal Audit that rounding upwards of partial hour worked was based on Council policy, however, at the time of the review no evidence had been provided to confirm that this policy was in</p>	<p>SES management should provide evidence to confirm that rounding up of partial hours worked is in accordance with Council policy.</p>		<p>Responsible Officer: John Mootealoo, Principal Performance Manager, Street Environment Services.</p> <p>Target Date: December 2018.</p>	<p>reports were provided as evidence</p> <p>Break times can also be monitored during the working day, as there is a function to record. We were advised that the system will automatically record a break of 35 minutes for sweepers and loaders and 45 minutes for drivers if they fail to use the Icollect function for breaks.</p> <p>The Hellotracks system is fully operational using GPS to produce detailed tracking data of all operatives. The system produces maps which shows the routes taken, so monitoring of individual operatives can take place. This is can be viewed in real time. Historical data is also available. Evidence of the mapping and tracking has been seen by Internal Audit.</p> <p>All dust carts are fitted with 5 CCTV cameras; this enables the Performance Team to view in real time, any of the routes that are currently operational and observe the operatives</p>	<p>Principal Performance Manager, Street Environment Services, included Drivers Hours Regulations. This was validated during a walk-through of the system. Where the Drivers Hours Regulations are applicable to employees with driving responsibilities, the system has been notified that the Drivers Hours Regulations have been applied against each individual driver. Internal Audit was shown how this is applied to each relevant individual employee's record on the system. The demonstration of the system included a small sample of drivers, where it was confirmed that the Drivers Hours Regulations indicators had been applied to the employees record on the system.</p> <p>The Head of Street Environment Services told us that the system does not allow an override to increase the driver's hours to ensure that the Regulations are not breached.</p> <p>All SES staff are subject</p>
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	<p>place.</p>				<p>at work. Historical footage is also available. Evidence of the CCTV attached to dust carts has been seen by Internal Audit</p> <p>We were advised that the feasibility of introducing a 30-minute threshold for overtime claims has been discussed with the Service Director Public Realm. It was decided to keep the 60-minute threshold for overtime claims in place, but operatives are given enough work to ensure that an hour is worked.</p> <p>Outstanding action: The Working Time Directive Module is yet to become operational.</p> <p>Responsible officer: John Mootealoo, Principal Performance Manager, Street Environment Services.</p> <p>Implementation date: End February 2019</p>	<p>to the Working Time Directive Regulations. All operatives are required to 'click in' when starting work and 'click out' when finished for the day using the Icollect App. The start and finish times including any overtime, will be recorded against the individual operative. The Principal Performance Manager, Street Environment Services had demonstrated the use of the Icollect App during the Audit follow up carried out in February 2019, but we were shown the output from the system for the day of the Audit for a particular street cleansing team. This gave details of the start times of the operatives and the details of any leave or sickness on that particular day. We were also shown in real time, where a particular employee was working and the route that he had taken.</p> <p>The Working Time Directive Module calculates the hours worked to ensure that the Working Time Directive Regulations</p>
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					<p>are not breached. Internal Audit requested the system output for May 2019 and June 2019 for the detail of any Working Time Regulation breaches. This was supplied by the Principal Performance Manager, Street Environment Services. The output provided was for both the day shift and the night shift for May/June 2019. This confirmed that there were no breaches of the Working Time Regulations during this period.</p> <p>We were shown the “front end” of the system and were able to view specific teams, where it was identifiable from a system of colour coding who was working that day and the time that they “clicked in.” Operatives who had contacted as sick or had annual leave were readily identifiable. Where operatives who were scheduled to work and had failed to “click in,” operational managers are able to locate where they are</p>
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						<p>using the GPS tracking and make contact to establish why they had not followed procedure.</p> <p>The Working Time Directive module does have an override facility. The Head of Street Environment Services informed us that the override would not be used unless there was a Borough wide emergency and that it was Council policy not to work in excess of the hours laid down in the Working Time Directive. We were advised by the Head of Street Environment Services that The Cleaner Streets Programme Manager and the Operations Service Manager in SES had the access level to override the system setting in the Working Time Directive module.</p> <p>The system has been configured to produce e mail alerts to Operational Managers, including the Principal Performance Manager. The alerts give an early warning where an</p>
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					<p>operative could breach the Working Time Directive. Internal Audit were able to see a current example during the audit on the 20th June 2019. In this particular instance, the employee was under the Working Time Directive maximum hours, so there was no anomaly. As this is an early warning mechanism, operational managers would not schedule an operative to work who may have otherwise worked excessive hours. The Principal Performance Manager, Street Environment Services, provided Internal Audit with system report for May/June 2019, which confirmed that the Working Time Directive had not been breached during the period.</p> <p>The Principal Performance Manager, Street Environment Services, also advised that 'Before the introduction of the new digital time sheet system the Working Time Directive was managed manually by</p>
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						individual managers which did incur the occasion breach running a service over a 24/7 period. Since the introduction of the new digital time sheet system we now pre-program staffs working rosters and arrangements, the system will not allow the team to roster/program any staff member that would breach the Working Time Directive, hence no breaches since we have introduced the system.'
4.	<p>Overtime – Pre & Post Authorisation</p> <p>Operatives Overtime recorded on Headcount is extracted and exported to Excel by the Operational Team Support Manager. The Excel overtime report is emailed to the Finance Manager who reformats the data to payroll requirement and forwards to the Head of Street Environment Services for final approval before being passed to Payroll for</p>	<p>It is recommended that the responsible officer should ensure as part of their procurement of a new digital time recording and scheduling management system that:</p> <p>a) The pre and post authorisation of overtime claims is facilitated so that overtime to be effectively managed and controlled,</p> <p>b) Adequate segregation of duties between</p>	<p>● High</p>	<p>Agreed: Yes Action to be taken:</p> <p>As part of the new Capita system all overtime worked will require pre-authorisation (request), 2nd manager's approval (authorisation) and further approval once completed (sign-off). The Capita system allows this to be completed online which will provide a clear audit trail of the approvals. If overtime is not processed on the Capita</p>	<p>Implemented</p> <p>The overtime process on the new Capita system was demonstrated to Internal Audit</p> <p>As part of the new Capita system all overtime worked requires a pre-authorisation (request), 2nd manager's approval (authorisation) and further approval once completed (sign-off). The Capita system allows this to be completed online and provides an audit trail of</p>	<p>n/a (evidenced as implemented during the February 2019 follow up)</p>

<p>processing.</p> <p>We reviewed the overtime records for a sample of five employees each (15 in total) in Refuse & Recycling (cost centre NT581), Street Cleansing (cost centre NT581) and Workshop (cost centre NT585) covering the period January, February and March 2018. Our review found the following:</p> <p>a) In general, we found that adequate records are not being maintained to support overtime claims. Specifically, we found:</p> <ul style="list-style-type: none"> Actual start and finish times are not recorded in relation to 'Task and Finish' shifts. Task and finish is a work method where instead of being paid for the hours worked or the product produced, employees are paid for the completion of a specified task. Task and finish is intended to promote team working and increase productivity. Task and finish is used by Refuse & Recycling teams who are allocated a specified 	<p>claimant, reviewer and approver is enabled, so that claimants are prevented from authorising their own overtime claims.</p>		<p>system, it will not be paid. A payroll report form will be output from the 'Capita Staff Management System' of authorised overtime which will be processed by payroll.</p> <p>Responsible Officer: John Mooteealoo, Principal Performance Manager, Street Environment Services.</p> <p>Target Date: December 2018.</p>	<p>the approvals. If overtime is not processed on the Capita system, it will not be paid. A payroll report form has been devised and sent direct from the 'Capita Staff Management System' of authorised overtime which is then processed by payroll.</p>	
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	<p>number of street that need to be cleared within a notional seven-hour shift. Where teams complete their 'task' they are allowed to 'finish' early. However, many operatives opt to continue working on other tasks which accrue overtime. We found that this overtime was not supported by adequate records linking it to 'Task and Finish' shifts and that there was no record of management approval.</p> <ul style="list-style-type: none"> • There are numerous reasons why overtime could be required to be worked, such as covering for sickness absence or a vehicle breaking down meaning that another team has to be deployed to complete a shift. Our review found that the reasons for overtime being worked were not adequately recorded <p>b) Our testing found evidence that overtime was being over claimed.</p>	<p>It is recommended that the responsible officer should investigate the errors due to the mismatching of payroll numbers to employee names and take remedial action to prevent a repetition.</p> <p>The specific over and under claims identified should be investigated by SES management and, depending on the outcome, action taken to recover the overpayments and pay the additional pay owed.</p> <p>SES Management should review the overtime claims made by the Administration Support Officer prior to April 2018 to confirm that they were submitted and processed in accordance with the Council's Overtime Policy and where this is found not to be the case. Management in conjunction with Human Resources should decide whether further disciplinary action is</p>				
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<ul style="list-style-type: none">• Rounding upwards of actual hours worked by operatives in the Workshop leading to over claiming of overtime. For example, we noted that where 4.5 hours was worked per day this was rounded up to 5 hours. This led to an accumulated over claim of 2.5 hours when applied to a standard five-day week. In particular, our review of attendance sheets for week ending 04/03/18 identified that an employee had rounded up his hours as described above over a four-day period and had therefore over claimed by two hours.• For 10 employees we cross-checked the recorded overtime between the headcount record and the Excel report submitted to Payroll for February 2018. We identified mismatching of payroll numbers to employee names, a mismatch in three cases between the record of hours	<p>required based on the findings of this report.</p> <p>SES management should ensure that the Night Workshop Manager supplies the overtime claim sheets requested by Internal Audit. If these are not forthcoming then SES management should consider taking steps to discipline the Night Watch Manager in accordance with the Council's Disciplinary Procedures, and recover any overpayments made.</p>				
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worked on Headcount and the spreadsheet recording overtime, which had been extracted from H/count and submitted to payroll. In three cases we identified over claims of 7 hours' overtime for the following:

- two employees relating to cost centre NT581 - Refuse & Recycling night shift)
- one employee relating to cost centre NT582 - Cleansing We also found that overtime had been underpaid by 2.5 hours for one employee.

The Operational Support Officer was unable to explain why overtime had been over claimed and why there was a mismatch with the records held on Headcount.

Officers

In addition, we reviewed two overtime claims made by Officers working within

the workshop. Detailed results of our testing can be seen below:

Administration Support Officer

We reviewed the overtime claims submitted for January-March 2018 and found that claims had not been checked and independently authorised by a senior officer as required by the Corporate Overtime Policy.

We noted that for the three months tested an average of 65 hours per month was claimed, however following the appointment of the Corporate Fleet and Transport Manager in March 2018, overtime claims were subject to effective managerial review and challenge, and as a result there have been no further claims from the Administrative Support Officer.

Night Workshop Manager

We requested overtime claim sheets for the period January to March 2018 from the Night Workshop Manager. To date these have yet to be provided.

	<p>Payroll Team Checks</p> <p>We met with the Payroll Team Leader in Finance Services to discuss the controls in place for challenging SES overtime claims. The Payroll Team Leader confirmed that pay numbers and names are cross checked to ensure that claims relate to the correct person and where discrepancies are identified claims referred back to SES for correction and resubmission</p> <p>The Payroll Team Leader confirmed that five errors had been identified January 2018 and six in February 2018. In each case the overtime returns were referred back to SES for correction and resubmission.</p>					
5.	<p>We analysed a sample of five employees for January, February and March 2018 from three service areas i.e. Refuse/Recycling (NT581), Street Cleansing (NT582) and Workshop (NT585). The aim of the review was to determine the proportion of total pay</p>	<p>It is recommended that the responsible officer should:</p> <p>a) Review resources and structures ensuring these match service requirements, whilst at the same time controlling and managing overtime.</p>	<p>● High</p>	<p>Agreed: Yes Action to be taken: SES's staffing structure is currently being reviewed in relation to the delivery of front line services.</p> <p>Staff will have a 'Tool Box Talk' (TBT) covering the Council's drug and</p>	<p>Partially Implemented</p> <p>We were advised by the Head of Street Environment Services that the SES's staffing structure has been reviewed on 2 previous occasions. A further restructure has been written, but will not be</p>	<p>Partially Implemented</p> <p>We were advised by the Head of Street Environment Services that the restructure planned has been put on hold until November 2019.</p>

<p>which was derived from the various allowances and overtime, in comparison to basic pay and identify high earners and the reason for high pay.</p> <p>Our analysis identified annualised salaries up to £63k and £72k in NT581 and NT585, respectively., which were paid to:</p> <ul style="list-style-type: none"> a) One employee (Refuse) – as a proportion of basic pay 63% related to enhancement pay and 47% overtime pay. b) One employee (Workshop) – as a proportion of basic pay 155% related to overtime pay. <p>In the examples above we found that the overtime hours claimed were up to 131 hours per month, which is in addition to normal working hours of 140 hours. The additional overtime worked and additional pay arising is excessive and when compared to the Council's Officer pay scale equates to a grading of between P09 and P011.</p>	<ul style="list-style-type: none"> b) Remind all employees of Corporate Health and Safety Policy which under S4.47.2 '... discourages staff from working excessive working hours and has implemented HR procedures to ensure compliance with the Working Time Regulations'. and c) Monitor excessive overtime ensuring hours undertaken are within the Working Time Directive limits. d) Discuss with Payroll Service the options for ensuring high and excessive pay is identified in timely manner, for instance via a monthly 'excessive pay' report. 		<p>alcohol policy, and the requirements of the Working Time Directive. The Capita system will allow management to effectively monitor drivers' hours and overtime to ensure compliance for with Drivers' Hours regulations (under the Transport Act 1968) and the Working Time Directive.</p> <p>The system will also be able to produce reports detailing overtime hours worked which will enable the identification and monitoring of employees working long hours.</p> <p>Responsible Officer: John Mooteealoo, Principal Performance Manager, Street Environment Services.</p> <p>Target Date: January 2019.</p>	<p>implemented until June/July 2019 due to a 3-month consultation period.</p> <p>'Tool Box Talks' (TBT) have taken place regarding covering the Council's drug and alcohol policy, and the requirements of the Working Time Directive. From figures provided by the Head of Street Environment Services, 336 (83%) SES staff have attended the TBT on the Council's drug and alcohol policy and 128 (32%) SES staff attended the TBT on the requirements of the Working Time Directive. The figures include agency staff.</p> <p>Outstanding action: The restructure has not taken place.</p> <p>Responsible officer: Tony Ralph, Head of Street Environment Services.</p> <p>Implementation date: End June/July 2019</p>	<p>Responsible officer: Tony Ralph, Head of Street Environment Services.</p> <p>Implementation date: November 2019</p>
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	<p>This exceeds both the Head of Strategy & Change and Head of Communications & Change annual remuneration, as disclosed in Note 9 – Senior Officers Remuneration, to the Unaudited Statement of Accounts for 2017/18. Were the two employees we reviewed designated as Senior Officers then their remuneration would similarly be required to be disclosed in the Annual Statement of Accounts.</p> <p>Our review found that the enhancements identified had been agreed by the Council when operatives had been TUPE transferred from the previous outsourced service provider, Enterprise.</p> <p>Payroll Services Payroll Service do not monitor excessive pay as this is the responsibility of Budget holders.</p>					
6.	The Cleaner Streets Programme Manager is responsible for monitoring of compliance with the	It is recommended that the responsible officer should investigate the reasons why three employees have been	<p>● High</p>	<p>Agreed: Yes</p> <p>Action to be taken: Staff will have a 'Tool</p>	<p>Implemented</p> <p>We were advised by Principal Performance</p>	n/a (evidenced as implemented during the February 2019 follow up)

<p>Drugs and Alcohol Policy. He informed Internal Audit that:</p> <ul style="list-style-type: none"> • Three employees have been suspended for more than three months. One of which has been suspended since September 2018. Street management services expectation is that suspensions should be no longer than one month; and • 16 employees (13 drivers & 3 non drivers) were suspended for breach of the Drug and Alcohol Policy during 2017/18 with eight of these having been dismissed. In total 369 working days were lost relating to the 16 suspended employees. <p>As at the time of reporting, a total of 525 days had been lost since April 2017 for breach of drugs and alcohol policy with a total of ten employees currently on suspension.</p>	<p>on long term suspension (on full pay) and should liaise with HR to expedite the investigations and reach a timely conclusion.</p> <p>In addition, management should also consider</p> <ol style="list-style-type: none"> a) Reminding all staff of the Council's Drugs and Alcohol Policy, b) Offer confidential referral to Occupational Health for advice and assistance; and c) Continue to monitor breaches of drugs and alcohol policy ensuring appropriate action is taken. 		<p>Box Talk' (TBT) covering the Council's drug and alcohol policy, and the requirements of the Working Time Directive. In addition, a roadshow is planned to take place in March 2019, in conjunction with Council Health and Safety advisors.</p> <p>Confidential referrals to Occupational Health will be offered to all staff that come forward as part of the Drugs and Alcohol Policy.</p> <p>Investigation of breaches of the Drugs and Alcohol Policy will be completed within the Council's timeframe of 20 working days.</p> <p>SES will continue to liaise with HR to ensure that HR representatives are available to attend breach investigation meetings between SES management and staff. The presence of HR representatives at meetings will ensure that investigations are progressed promptly with a minimum of delay.</p> <p>Responsible Officer: John Mooteealoo, Principal Performance</p>	<p>Manager, Street Environment Services, that. Tool Box Talk' (TBT) covering the Council's drug and alcohol policy, and the requirements of the Working Time Directive have taken place.</p> <p>3 roadshows were organised. Staff attendance was on a voluntary basis, with only 1 member of staff attending over the 3 sessions.</p> <p>We were advised by Principal Performance Manager, Street Environment Services, confidential Occupational Health referrals are offered to all staff who come forward as part of the Drugs and Alcohol Policy. The procedure within the drug and alcohol policy is followed.</p> <p>Investigations of breaches are carried out within the Council's timeframe of 20 working days where possible. Internal Audit were advised that delays can occur when the member of staff reports sickness and cannot attend the</p>	
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				<p>Manager, Street Environment Services.</p> <p>Target Date: October 2018</p>	<p>investigation meeting.</p> <p>A Human Resources (HR) Business Partner, Amanda Cairns is based at Cottage Road (confirmation of location obtained from the staff directory) and is available to attend breach investigation meetings between SES management and staff.</p>	
7.	<p>Cue Personnel provide agency workers to SES and in the financial year 2017/18 SES spent £4,690,640 on Cue agency workers. This represents 23 percent of SES's total expenditure of £20,120,750 in 2017/18.</p> <p>Management do not believe that this level of expenditure on Cue Personnel workers is sustainable and do not believe that it represents value for money. An internal reorganisation in February 2017 has changed the way refuse/recycling and street cleansing service are provided and as a result the number of agency staff has been reduced from 120 to 60.</p>	<p>It is recommended that the responsible officer should review current arrangements for the procurement of agency staff by: -</p> <p>a) Assessing the continued needs of the SES by improving allocation of shifts to employees of the council; and/or reviewing the number of staff required</p> <p>b) Reviewing whether supervisor/managers should take responsibility for agency worker recruitment from REED</p> <p>c) Arranging for Cue Personnel to vacate the office in Cottage Road and operate from their</p>	<p>●</p> <p>High</p>	<p>Agreed: Yes</p> <p>Action to be taken: A new procedure for placing orders for agency workers through REED has been developed and issued to all key managers in SES, and will be introduced in January 2019. Until the Capita system is up and running in December 2018 responsibility for ordering and authorisation of agency workers will be split between Operations, and the Performance Team who will check attendance on Headcount and authorise on the XMS system.</p>	<p>Implemented</p> <p>Internal Audit were advised by John Mootealoo, Principal Performance Manager, Street Environment Services, that a new procedure for placing orders for agency workers through REED has been developed and issued to all key managers in SES, and was introduced in January 2019.</p> <p>The new procedure was reviewed by Internal Audit. Direct ordering from REED is fully operational. SES Managers are required to notify REED by noon on a Wednesday of their</p>	<p>n/a (evidenced as implemented during the February 2019 follow up)</p>

<p>However, issues still remain relating to Cue Personnel and these are noted below:</p> <ul style="list-style-type: none"> • Cue Personnel continue to be the main providers of agency staff to SES despite the Council's managing agent changing from Comensura to REED in March 2018. • There is a Cue Personnel representative permanently based in a separate office located in the administrative support office and the Council has not recharged Cue Personnel for use of this office space. • The Cue Personnel representative has been allowed by the SES to take on an inappropriate managerial role within Operational Support. One example of this is that he requests all SES supervisors to submit the following week's rota by each Friday morning to enable Cue Personnel agency staff to be slotted in to vacant positions. This has 	<p>own offices.</p> <p>d) Ensuring that the continued use of Cue Personnel is properly managed via REED</p> <p>To ensure that there is no disruption to the service, management should ensure that these recommendations are implemented in a phased manner.</p>		<p>The Head of Street Environment Services is in liaison with the Head of Organisational Development, Human Resources, regarding the direct ordering of agency workers from REED.</p> <p>Once direct ordering is introduced the presence onsite of a CUE employee will not be required and they will vacate Cottage Road.</p> <p>Responsible Officer: John Mootealoo, Principal Performance Manager, Street Environment Services.</p> <p>Target Date: February 2019 (Subject to HR support)</p>	<p>agency requirements for the following week. REED will confirm the order by end of the day, Thursday.</p> <p>Overtime for agency is currently monitored through the Headcount/Capita Systems and authorised on the XMS system. Although Internal Audit did not view the XMS REED system, we were advised that when additional agency staff not ordered through the XMS system and appear on the schedule, raises a flag with the Performance Team and allows them to determine the reason why additional agency have been ordered.</p> <p>The Head of Street Environment Services advised that the employee from the CUE Personnel was asked to vacate the Waste Recycling Centre on the 7th January 2019. The office used by CUE Personnel has been utilised and improved for use by Street Environment Services</p>	
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	<p>undermined and weakened the ability of SES supervisors and managers to effectively scrutinise and challenge Cue Personnel.</p> <ul style="list-style-type: none"> Administrative support supply Headcount data to Cue which they use to calculate their invoices to SES. In the absence of a signed data sharing agreement covering the sharing of Head count data with Cue Personnel is likely that this is in breach of the Council's data protection and staff confidentiality rules. 					
8.	<p>A corporate overtime policy is in place and is available on the Council's intranet. It was last updated in June 2005 and sets out the guiding principles for the approval and processing of claims, and provides a link to an overtime return template, which should be used for claiming overtime.</p> <p>The corporate policy on overtime in principle applies to all employees of</p>	<p>It is recommended that the responsible officer should liaise with HR and arrange for a local policy and procedure for overtime to be developed which compliments and is consistent with the principles set out in the corporate overtime policy.</p> <p>Key areas of coverage may include:</p> <ul style="list-style-type: none"> What attendance records are required to be kept. 	<p>● Medium</p>	<p>Agreed: Yes</p> <p>Action to be taken: The Head of Street Environment Services is in liaison with Human Resources regarding overtime payment rates to ensure they conform with Council policies. The new Capita System will allow the monitoring of Driver hours, Working Time Directive, overtime and double shifting and</p>	<p>Partially Implemented</p> <p>Confirmation of overtime payment rates which conform to Council policies has been obtained and communicated to all SES staff in a memo from the Principle Performance Manager dated 10th December 2018.</p> <p>Working Time Directive compliance and driver hours will be</p>	<p>Implemented</p> <p>Internal Audit can confirm that the Working Time Directive Module and Driver Hours Regulations Module is fully Operational and in use.</p> <p>The Principle Performance Manager demonstrated the system to show how the Capita System records overtime and how this</p>

<p>the Council. However, due to the nature of the services provided by SES where short notice cover is often required, the corporate overtime policy is not always practical and there is a need for a local policy.</p> <p>At present there is no local overtime policy and procedure in place and as a result the specific terms and conditions for claiming overtime in SES, such as those covering pre and post approval requirements, how contractual and voluntary overtime should be administered, are absent.</p>	<ul style="list-style-type: none"> • Definitions of the different types of overtime that can be claimed. • Principles of policy including Working Time Directive, contractual overtime, time off in lieu and flexible working • Payment conditions and rates e.g. plain time, time a half, double time, weekday, Saturday, Sunday, night time and contractual overtime. • Pre and post authorisation requirements including conditions e.g. overtime only paid if greater than 30minutes • The Council's policy on the misuse, abuse of overtime and the penalties for making fraudulent claims. 		<p>require overtime to be pre authorised.</p> <p>The feasibility of introducing a 30-minute threshold for overtime claims will be discussed with the Service Director Public Realm in consultation with the unions.</p> <p>Responsible Officer: John Mooteealoo, Principal Performance Manager, Street Environment Services.</p> <p>Target Date: February 2019</p>	<p>programmed in to Capita system by the end of February 2019. The new Capita System, prevents double shifting. As demonstrated to Internal Audit from the Capita system, all overtime claimed has to be pre authorised. 2nd manager's approval (authorisation) and further approval once completed (sign-off). The process is fully auditable,</p> <p>We were advised that the feasibility of introducing a 30-minute threshold for overtime claims have been discussed with the Service Director Public Realm. It was decided to keep the 60-minute threshold for overtime claims. Additional work is issued to the operative to ensure that an hour is actually worked.</p> <p>From reviewing analysis of overtime payments provided by accountancy, it is noted that there is a reduction of £164,000 in overtime payments made, up to an including period 10, when compared to the</p>	<p>links into the Working Time Directive Module, recording the hours worked.</p> <p>The new system automatically calculates the hours worked which includes overtime. The approval process was demonstrated to Internal Audit where we were shown examples of overtime approvals and authorisations. It was explained that the approvals are made by the operational managers. The approvals can only be authorised by two specific senior managers. Overtime payments cannot be submitted to payroll, unless the authorisation has been agreed on the system by one of the two senior managers who have the required access level on the system to enable them to authorise payment. These are: The Cleaner Streets Programme Manager and the Operations Service Manager.</p> <p>Internal Audit reviewed the analysis of overtime</p>
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					<p>same period in 2017/2018</p> <p>Outstanding action: The Working Time Directive Module is yet to become operational.</p> <p>Responsible officer: John Mooteealoo, Principal Performance Manager, Street Environment Services.</p> <p>Implementation date: End February 2019</p>	<p>payments for 2017/2018 and 2018/2019 provided by Matt McGinley, a Principal Accountant from Finance Services. It is noted that for the financial year 2018/2019 that there was a reduction in overtime payments of £138,869, when compared with the financial year 2017/2018</p> <p>The Principal Performance Manager, Street Environment Services, also advised that 'the service specification is to deliver a 24 hour 7 day service, our staff are contracted for a 5 day service therefore 28.57% of our service would incur overtime and/or agency costs to deliver. Having confirmed today with our Principal Account, Matt Mcginley who states that CP is forecasting an 19/20 Year End overtime spend of £1.47M spend for refuse, recycling and street cleansing services which represents further overtime saving above</p>
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						the £138k already achieved'.
9.	<p>Contracts of Employment</p> <p>We examined the contracts of employment for employees transferred under TUPE regulations from Enterprise to the Council.</p> <p>We noted the following: Pay conditions including enhancements and allowances were reviewed by SES management, at the time of transfer under TUPE regulations of operatives from Enterprise to the Council. The review resulted in transferred staff agreeing to their pay frequency being changed from weekly to monthly, which harmonised their payroll frequency with the rest of the Council.</p> <p>Our review of contracts was unable to confirm that clear terms and conditions relating to enhancements and allowances were in place.</p> <p>We noted that the Head of Street Environment Services is reviewing the Service's structure with a</p>	<p>It is recommended that the responsible officer should ensure that they liaise with Human Resources to ensure that:</p> <ul style="list-style-type: none"> Contract of employment for all TUPE transferred staff are up to date and consistent with the terms and conditions pertaining to new employees. Guidelines relating to the different types of enhancements available to staff and the bases for awarding enhancements is clear and includes definitions of the various types of overtime available e.g. contractual and planned overtime. 	<p>●</p> <p>Medium</p>	<p>Agreed: Yes</p> <p>Action to be taken: All Staff which includes</p> <ol style="list-style-type: none"> Charge hand/HGV (scale 6), Semi-skilled operative (scale 4). Operative (scale 2) <p>are on Islington Council contracts.</p> <p>However, we have been advised by Human Resources that we cannot make changes to individual contracts of employment as we would be open to legal challenge.</p> <p>Guidelines will be developed to clarify the different types of enhancements available and terms and conditions these are payable.</p> <p>Responsible Officer: John Mooteealoo, Principal Performance Manager, Street Environment Services.</p> <p>Target Date: October</p>	<p>Implemented</p> <p>All SES staff are on Islington contracts: Job Descriptions for:</p> <ol style="list-style-type: none"> Charge hand/HGV (scale 6) Semi-skilled operative (scale 4) Operative (scale 2) <p>have been reviewed and confirmed as correct</p> <p>1 member of SES staff transferred from Enterprise to Islington on a TUPE transfer that remains with the Council. It was agreed that they would be able to keep 2 hours per week contractual overtime on joining the Council.</p> <p>Human Resources have advised that we cannot make changes to individual contracts of employment as we would be open to legal challenge.</p> <p>Confirmation of overtime payment rates and enhancement which</p>	<p>n/a (evidenced as implemented during the February 2019 follow up)</p>

	<p>view to streamlining the service, introducing generic posts which will allow employees to work across services e.g. refuse collect and street cleansing, and reduce the level of agency workers used. Furthermore, as part of review, contracts of employment and job descriptions are being reviewed and updated to reflect service requirement.</p>			<p>2018</p>	<p>conform to Council policies has been obtained and communicated to all SES staff in a memo from the Principle Performance Manager in SES dated 10th December 2018.</p>	
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APPENDIX ENDS

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Resources Department
7 Newington
Barrow Way
London
N7 7EP

Report of: Acting Director of Law and Governance

Meeting of	Date	Ward(s)
Audit Committee	2 September 2019	All

Delete as appropriate	Exempt	Non-exempt
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Subject: ANNUAL REPORT ON STANDARDS AND MEMBER CONDUCT

1. Synopsis

In accordance with the Audit Committee Terms of Reference, the Monitoring Officer is required to submit to the committee an annual report concerning standards of member conduct, including a summary of complaints received under the Code of Conduct Complaints Procedure and their outcome. The complaints received in the municipal year 2018-9 are detailed below. This report also includes information on member training and development and declarations of interest.

2. Recommendation

2.1 To note the contents of the report.

3. Details

3.1 Member Training and Development

3.2 Prior to the Local Government elections on 3 May 2018 a review of member induction arrangements was undertaken and a new member induction programme developed. The programme was open to newly elected and returning councillors and included a full

Induction Day on Saturday 5 May, during which member's IT was set up, photographs taken for the website and identity badges were issued. The councillors received training in local government finance, the members code of conduct, registering and declaring interests, governance, data protection and management, their role in a civil emergency and received advice and information about member support arrangements and committee meeting procedures.

- 3.3 As part of the revised induction arrangements a new suite of documents was created for members, including a document on each council department that summarised the work the department undertakes and the key contacts, key council policy documents, such as the Corporate Plan, protocols, codes, IT guides and useful forms. The new and updated documents were made available to all members on a shared members area on Office 365. The documents are regularly refreshed and added to as there is interest or need. The scrutiny committee review reports have recently been added.
- 3.4 The Induction Day was followed by a member development programme, which continues and which included training sessions on personal safety, casework management, safeguarding, corporate parenting, committee member specific training for Licensing, Planning and Audit Committees, housing allocations, effective scrutiny and a range of other subjects. Members received a survey in October 2018, the results of which will guide the ongoing programme of continuous development opportunities.
- 3.5 There is a small budget available for external training and conference attendance, which is divided between the Executive and backbench members to ensure it is fairly allocated. Councillors attended a number of conferences, including Combatting Gangs, Violence and Weapons Crime, Next steps for reducing plastic waste, the National Children and Adult Services Conference, Strategies for success - Local Government Scrutiny, Street Drugs in the Big Smoke and the LGA Annual Conference. One of the Councillors completed the LGA Leadership course and backbench councillors attended the LGA BAME, Young Councillor and Women Councillors weekenders and ten councillors attended public speaking training.
- 3.6 Information about free of charge and subsidised development opportunities, provided by London Councils and the Local Government Association, were regularly circulated to Members.
- 3.7 Members were also provided with specific advice on governance issues from time to time, including advice regarding declarations of interest and information governance.
- 3.8 **Financial Declarations**
- 3.9 All Members reviewed, confirmed and where necessary, updated their register of interests, including their financial declarations, in March 2019. The Members Register of Interests is available on the Council's website.
- 3.10 The Members interests, declarations of interest made at meetings, declarations regarding gifts and hospitality and the councillors' attendance record at committee meetings are all available on the Council's website.

3.11 Complaints

3.12 All complaints under the Members Code of Conduct are referred to the Monitoring Officer (the Director of Law and Governance). Following consideration of the complaint, the Monitoring Officer decides whether it is appropriate to seek an informal resolution.

Where there is no informal resolution, the Monitoring Officer may:

- decide not to investigate further;
- decide that the matter requires investigation.
- decide to refer the decision as to whether or not there is to be an investigation to the Standards Committee.

3.13 No formal complaints have been received against Members during 2018-19 relating to breaches of the Members Code of Conduct, although some issues have been raised which have not reached that stage, as follows:

Members involved	Complainant	Topic	Formal complaint	Outcome
1	Member of the public	Conduct of a councillor	N	The complainant did not proceed with the complaint after the initial response and provision of the Members Code of Conduct.

4. Implications

4.1 Financial Implications

The Council spent £8,863 on training courses for councillors in the 2018/19 financial year.

4.2 Legal Implications

The Council has a duty to promote and maintain high standards of conduct by Members and Co-opted Members (section 27(1) Localism Act 2011). The Council has adopted a Code dealing with the conduct that is expected of Members and Co-opted Members when they are acting in that capacity (as required by section 27(2) Localism Act 2011).

4.3 Resident Impact Assessment

No resident impacts arise directly from this report.

Appendices: Appendix 1 Member Development Programme

Background papers: None.

Final Report Clearance

Signed by



7 August 2019

Acting Director of Law and Governance

Date

Report author Philippa Green, Democratic Services Manager
Tel: 020 7527 3184
Email: Philippa.green@islington.gov.uk

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Key Dates - Councillor Induction and development - May to Dec 2018

Sat 5 May	09:30 – 16:00 hrs	Committee Room 1	Induction day
Tue 8 May	18:45 – 19:25 hrs	Committee Rooms 5&6	Personal Safety training
Thur 10 May	18:30 - 20:30 hrs	Committee Room 1	Meet and Greet Key Officers
Tue 15 May	18:30 - 20:30 hrs	Committee Room 1	Casework management
Thur 24 May	19:30 hrs start	Council Chamber	Annual Council
Thurs 31 May	19:00 – 21:00 hrs	Committee Room 1 and Council Chamber (Committee members only)	Planning Committee Member Training
Mon 4 June	18:00 – 19:00 hrs	Committee Room 4	Licensing Committee Member Training (Committee members only)
Mon 11 June	19:00 – 21:00 hrs	Committee Room 4	Audit Committee Member Training (Committee members only)
Tue 12 June	18:30 – 20:30 hrs	Committee Rooms 5 & 6	Corporate Parenting
Mon 18 June	18:30 – 20:30 hrs	Committee Room 1	Housing Allocations policy
Thur 5 July	18:00 – 19:00 hrs	Committee Rooms 5 & 6	Data Protection / FOI / SARs and managing casework (before full Council)
Tue 10 July	19.00 – 21.00 hrs	Committee Rooms 5 & 6	S106, CIL and WIP funding
Thur 19 July	19:00 – 21:00 hrs	Committee Rooms 5 & 6	Effective Scrutiny training including Cllr Nick Wayne's effective cross examination training
Tue 24 July	18:30 – 20.30 hrs	Committee Room 1	Adult Safeguarding
Mon 30 July	18:30 – 20.30 hrs	Committee Room 1	Universal Credit Training
Tue 18 Sept	18:15	Committee Room 4	Budget Monitoring for PPS Members
Mon 27 Sept	18:30 – 20:30 hrs	Committee Room 1	Finance in detail, including banking investment, loans, HRA, DSG and Pension fund.
Mon 1 Oct	19:00 – 21:00 hrs	Committee Room 1	Mental Health and Dementia Awareness
Wed 31 Oct	18:00 – 19:30 hrs	Committee Room 4	Children's Services – analysing statistics - early years and school performance data

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Report of: (Acting) Returning Officer

Meeting of:	Date	Agenda item	Ward(s)
Audit Committee	2 September 2019		All

Delete as appropriate	Exempt	Non-exempt
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SUBJECT: Review of Polling Districts and Polling Places

1. Synopsis

- 1.1 This report sets out proposed changes to polling districts and polling places following a consultation process carried out in accordance with the Electoral Administration Act 2006.
- 1.2 This change will take effect with the publication of the revised Register of Electors on 1 December 2019 and for all elections for four years thereafter.

2. Recommendations

- 2.1 To agree to the changes set out in this report in relation to Holloway ward.
- 2.2 To note that all other polling districts and places remain unchanged.

3. Background

Introduction

- 3.1 The Electoral Registration and Administration Act 2013 introduced a change to the timing of compulsory reviews of UK parliamentary polling districts and polling places. The compulsory review must be started and completed between 1 October 2018 and 31 January 2020 inclusive.
- 3.2 The steps required for the review have been undertaken, including the publication of proposals and consultation of them. The Returning Officer will seek approval from the Audit Committee of the Council, which has delegated powers to designate polling places, at a meeting of the committee on 2 September 2019. The new scheme shall have effect upon publication of the revised Register of Electors on 1 December 2019.
- 3.3 Electorate and property figures are as at 1 July 2019.

PROPOSED CHANGES

3.4 Holloway Ward

Existing Polling Place

Polling District	Current Polling Place	Electorate	Properties	Polling Stations
SHYB	Drovers Day Centre North Road	3,884	2,618	2

Proposed Polling Place

Polling District	Current Polling Place	Electorate	Properties	Polling Stations
SHYB	Goodinge Community Centre North Road	3,884	2,618	2

The proposed venue was the designated polling place in 2014 but was demolished and rebuilt. It was always the intention to return to this venue once the building works were completed. The venue is on the same road and just a few yards from the existing venue so will make no difference in terms of distance travelled and will not cause any issues regarding awareness of location. The new venue was visited and assessed in June 2019 and is entirely suitable for polling, has level access throughout and all the necessary facilities.

Comments received to initial proposal

Comments were received by Islington Labour Party supporting the recommendation. The response is included as Appendix 1.

4. Implications

4.1 **Financial implications:**

The costs of the polling districts and polling places review will be met from within existing budgets.

4.2 **Legal Implications:**

4.2.1 The Representation of the People Act 1983 section 18D requires that local authorities designate the polling places within their Parliamentary constituencies. Under Representation of the People Act 1983, Returning Officers have the right to use certain public buildings (including schools that receive public funds) for use as polling stations at elections.

4.2.2 Section 18B (4) of the RPA 1983 states that in conducting a review of polling places the authority must:

- a) seek to ensure that all the electors in the constituency have such reasonable facilities for voting as are practicable in the circumstances

- b) seek to ensure that so far as is reasonable and practicable, the polling places they are responsible for are accessible to all electors, including those who are disabled, and when considering the designation of a polling place, must have regard to the accessibility needs of disabled persons.

4.2.3 In addition, the polling place for a polling district must be within the area of the district unless special circumstances make it desirable to designate an area either wholly or partly outside of the polling district.

4.3 **Environmental implications**

None specific applicable to this report, though the Council aims to ensure that polling stations are in locations which are safe and easily accessible to all members of the community.

4.4 **Resident Impact Assessment:**

4.4.1 The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

4.4.2 Electoral Services considered a review of all possible polling places and used a suitability and access checklist. This was drawn largely from the recommendations in Scope's Poll Report 4 published following the 2005 General Election. One checklist has been completed for each existing polling place and all proposed new polling places.

4.4.3 All polling staff receives equalities training as part of the induction for working on the election.

5. **Conclusion and reasons for recommendations**

5.1 The Electoral Registration & Administration Act 2013 requires all authorities to keep polling districts and polling places in its area under review.

5.2 Representations have been sought from political groups and the report takes into account informal conversations held with members and party agents.

Appendices: Appendix 1

Background papers: None.

Final report clearance:

Signed by:

A handwritten signature in black ink that reads "P Fehler". The letters are cursive and somewhat stylized.

Peter Fehler
Director of Law and Governance

Date 14/8/2019

Report Author: Kerry Wickens Electoral Services Manager
Tel: 020 7527 3578
Email: Kerry.wickens@islington.gov.uk



Response to Islington Council's Review of Polling Districts and Polling Places

This submission sets out our position in response to the Review of Polling Districts and Polling Places and the draft recommendations published by Islington Council.

SHYB Polling Place

We welcome and support the council's recommendation to re-instate Gooding Community Centre as the polling place for SHYB.

All other Polling Places

We support the council's recommendation that all other polling places remain unchanged.

SBUB Polling Place

We understand that Tompion Community Centre will remain the designated polling place for polling district SBUB, but if an election is called during the period of refurbishment, the Returning Officer will find a suitable alternative Polling Place. We support this approach.

All Polling Districts

We support the council's recommendation that all Polling Districts remained unchanged.

Islington Labour Group 07.08.19

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