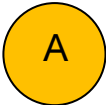




MAP Progress update – High Priority Recommendations not previously rated as “Green”

Annex C

Audit (report date)	Audit opinion (1)	Recommendations for improvement (priority) (2)	Management action to date	Audit assessment (RAG) (3)
Review of Concessionary Fares (Oct-12)	Some Improvement Needed	<p>The Memorandum of Understanding should be reviewed as a matter of priority by both services and appropriate service delivery methods and levels should be agreed. (H)</p> <p>Data integrity should be made a priority by separating inactive information and updating current pass holder details with accurate information. (H)</p>	<p>Positive discussions with the Library Service have included a range of development opportunities including the potential for ENCTS to be available through all Surrey libraries. A draft MoU has been prepared and will be updated to reflect the agreed arrangements.</p> <p>Enhanced data management process is in place to update client information received via on-line applications, return slips or library visit. The missing dates of birth have reduced from >7,000 records to <2,500 records. There is significant improvement to the quality of data and photographic files. The proposed upgrade to the public facing portal will also enhance and sustain these improvements.</p>	 
Review of Social Media (Nov-12)	Some Improvement Needed	<p>A policy is developed that includes the following points:</p> <ol style="list-style-type: none"> 1. Minimum behaviour standards (M) 2. Tactical planning (H) 3. Business continuity (H) 4. Advice on use of personal social media (H) 	<p>The Social media guidance has been updated and includes the points identified as a high priority in the Social Media review. While complete in terms of content the guidance is not policy and thus is not enforceable in terms of council procedure. As this is an area that is still developing legally and the auditor is aware of consideration in this matter being given to the code of conduct this appears to be sufficient.</p>	




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 (2) Recommendation priority may be High (H), Medium (M) or Low (L)
 (3) Red/Amber/Green (RAG) status is a high level assessment of progress





MAP Progress update – High Priority Recommendations not previously rated as “Green”

Annex C


Audit (report date)	Audit opinion (1)	Recommendations for improvement (priority) (2)	Management action to date	Audit assessment (RAG) (3)
Special Schools- Funding of Residential Provision (Dec-12)	Unsatisfactory	The Head of Schools and Learning should consider a review which encompasses both strategic planning and current operational practice, and make such revisions to ensure they are consistent with one another. (H)	A consultant has been engaged to undertake the review of residential provision in Surrey’s special schools. This work has now been completed and reported to the Joint Heads of Additional and Special Educational Needs.	
Corporate Training Management (Feb 2013)	Some Improvement Needed	Report slippages in implementation and expected savings to the COSC on a quarterly basis. (H)	STARS Review Project has 3 Phases as follows: Phase 1 - managed by Learning Solutions Team to be completed in May '14 with £45k savings; Phase 2 - An Accreditation Review yet to be scoped for completion in Sept '14; Phase 3 – timescales and scope yet to be determined.	
		Compile a Training Plan using input from stakeholders, formally approve and regularly monitor. (H)	Training Plans for ASC and CSF (Health and Social Care) Directorates developed by Service Partners in HR&OD working closely with services and are reviewed regularly and updated. However, no plans to adopt this approach for other directorates due to fewer statutory training requirements.	

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Annex C

Audit (report date)	Audit opinion (1)	Recommendations for improvement (priority) (2)	Management action to date	Audit assessment (RAG) (3)
Transport for Education (Feb 2013)	Major Improvement Needed	<p>SEN staff should have clear written procedures to allow consistency (H)</p> <p>Requests should be completed in full on forms with mandatory fields and the facility to upload them to the Transport system (H)</p> <p>Senior Management should ensure that management information from the new system is fit for purpose (H)</p> <p>The SEN officers should be present at the reviews. The written reviews from schools should be reviewed by SEN Officers to indicate approval of the reviews and the costs (H)</p> <p>The budgets need to be set from a zero base and managers should have the necessary information to monitor the budgets effectively (H)</p>	<p>The new system went live in April 2014 and work on a number of areas such as reports, finance and performance monitoring etc. is ongoing. More time should be allowed for the operations of the new system to fully embed.</p> <p>The proposed pilot in Autumn 2014 of SEN in the East area agreed at the March 2014 A&GC meeting needs to be completed. Further, the recently issued guidance will need to be implemented by Schools and Learning for new procedures to be developed and consistency to be maintained.</p> <p>The above issues will be included in the follow-up audit programmed to be completed later in the year and further update provided to the Committee.</p>	




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MAP Progress update – High Priority Recommendations not previously rated as “Green”

Annex C


Audit (report date)	Audit opinion (1)	Recommendations for improvement (priority) (2)	Management action to date	Audit assessment (RAG) (3)
Commercial Services (Mar 2013)	Major Improvement Needed	<p>New written Governance Arrangements must be produced, approved by the Education Select Committee and signed by both the Head of CS and Assistant Director for S&L. (H)</p> <p>The Head of CS should produce a quarterly written update for the Assistant Director of S&L. This may be a one-page summary but should be in a consistent format so that changes in position may be easily identified. (H)</p>	<p>A follow-up Internal Audit review of this area has confirmed that a new document detailing Governance Arrangements was produced and signed by relevant officers in June 2013. This is currently being formally approved by the Chairman of the Children and Education Select Committee.</p> <p>The follow-up audit found that monthly written reports are provided to and discussed with the Assistant Director of S&L. These include financial position and emerging issues across all trading areas.</p>	 
SAP Application Controls (Apr 2013)	Some Improvement Needed	Activate table logging or adapt the change document process to cover master tables in SAP. (H)	Table logging has been confirmed as overly burdensome on the infrastructure due to the lack of precision in activating the logging feature. However the security team is now investigating the potential of creating custom change documents.	

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Capital Monitoring (May 2013)	Some Improvement Needed	<p>The Head of Property Services should prepare business cases for planned acquisitions that clearly identify specific economic development aims and service needs for these properties, which closely align with a planned investment strategy and a set of investment criteria agreed by Members.</p> <p>Consideration should also be given for the need for a special purpose vehicle (company, etc) to acquire any property assets purchased with an investment purposes. (H)</p>	<p>On 23 July Cabinet agreed an investment strategy for the Council as part of ensuring it maintains its financial resilience, protects its long term financial position and develops alternative sources of income that reduce its reliance on Government grants and Council tax increases. This set out a proposed governance framework including the establishment of an Investment Advisory Board to advise Cabinet on implementation of the investment strategy. It also approved the proposal to establish, subject to a full business case to be agreed at Cabinet, a Property Investment Company. These proposals are currently being developed and tested more fully.</p> <p>All planned acquisitions are subject to Cabinet approval, with each proposal clearly identifying the service needs/economic development benefits. Property Services is currently undertaking exercises that will better inform our understanding of future service need and how these align with the priorities identified in the Council's Strategic Asset Management Plan, which has now been published. Going forward in partnership with our Districts and Boroughs, Government Property Unit, NHS, and emergency services we will identify priority projects that both support economic growth and regeneration and transform public sector service delivery.</p>	

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