

Report to: Audit Committee
Date of meeting: 12 January 2012
Report of: Head of Strategic Finance
Title: Revenues & Benefits Health Check

1.0 SUMMARY

1.1 This report provides an up to date picture of the recommendations made by ISCAS ltd in their review of the Revenues & Benefits Service conducted in August 2010.

2.0 RECOMMENDATION

2.1 That the Committee notes the report.

Contact Officer:

For further information on this report please contact Phil Adlard, Head of Revenues & Benefits, telephone extension 8023, email phil.adlard@watford.gov.uk

3.0 DETAILED PROPOSAL

- 3.1 ISCAS Ltd were invited to conduct a review of the Revenues & Benefits Shared Service in July and August 2010. As part of the review a number of recommendations were made and Appendix I details the progress made to date.
- 3.1 The Appendix shows those actions that have been completed since the last review of the Audit Committee on 30th June 2011. Any items that were recorded as being resolved in the last review have been omitted from this report.
- 3.2 Of the original 73 recommendations, 13 that are not “business critical” remain open with a deadline in 2012 as shown. 2 recommendations ref 3.6.2 and 3.6.4 are noted as resolved “in part” as they are subject to a meeting to agree implementation on 6 January 2012. A further recommendation 5.3.11 is also shown as resolved “in part” as this is subject to ongoing activity by the Revenues Manager.
- 3.3 The Head of Revenues and Benefits (Shared Services) will be in attendance at the Committee Meeting to answer any questions.

4.0 IMPLICATIONS

4.1 Financial

The completion of all the recommendations at Appendix1 will improve the efficiency and effectiveness of the service and will reduce to a minimum the possibility of any financial losses being incurred. However those that remain open focus on the operational effectiveness of the service.

4.2 Legal

No implications

4.3 Potential Risks

Potential Risk	Likelihood	Impact	Overall score
Failure to carry out reconciliations	1	4	4
Cheque and payment processes need review	1	4	4

Any risks scoring 9 or above are considered significant and will need specific attention in project management.

Background Papers

None