

Report to: Audit Committee
Date of meeting: 30 June 2011
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. Where there are still outstanding actions then progress against these will be reviewed at the next meeting of the Audit Committee.
- 3.2 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.

4.2 Legal

No implications

4.3 Potential Risks

Potential Risk	Likelihood	Impact	Overall score
Failure to carry out reconciliations	2	4	8
Cheque and payment processes need review	2	4	8

Those risks scoring 9 or above are considered significant and will need specific attention in project management. They will also be added to the service's Risk Register

Background Papers

None