

Meeting: **Audit Committee**

Portfolio Area: Resources

Date: **27th September 2007**

INTERNAL AUDIT REPORT – BUS PASS ADMINISTRATION

NON-KEY DECISION

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1 PURPOSE

To advise Audit Committee of a control weakness highlighted by Internal Audit with regard to the processes for issuing Bus Passes and corrective action already taken.

2 RECOMMENDATIONS

That Members note the Internal Audit Report and action taken.

3 BACKGROUND

3.1 An Internal Audit report, relating to the administration of Bus Passes which highlights control weaknesses that occurred when the processes were transferred into the Customer Service Centre (CSC), is attached. Action has already been taken to reinstate the necessary controls. The Strategic Director (Resources), as Section 151 Officer, considers that this issue should be drawn to the attention of the Audit Committee. The report was drawn to the attention of Strategic Management Board, who noted the corrective action taken. Relevant managers have been requested to conduct a review of all of the Services that have been transferred to the CSC and produce a summary for Internal Audit to consider any potential risk that might exist in relation to other services transferred. SMB have also requested that Services should be passed to the CSC, including Bus Pass Administration again in the future, with assurance that adequate controls are in place.

4 IMPLICATIONS

To reduce the residual risk of error or loss, management need to implement the recommendations contained within internal audit reports.

BACKGROUND DOCUMENTS

- None

APPENDICES

- Internal audit report and management action plan – Bus Pass Administration.