

**Meeting: AUDIT COMMITTEE**

Agenda Item:

**Date: 16 January 2008**

**8**

**FINANCIAL TRANSACTIONS ADMINISTERED THROUGH THE CUSTOMER SERVICE CENTRE**

Author - Henry Lewis                      Ext No. 2496  
Contributors - Angela Gee                Ext No. 2298  
Lead Officer - Henry Lewis                Ext No. 2496  
Contact Officer - Angela Gee              Ext No. 2298

**1      PURPOSE**

To provide a summary of services transferred to the Customer Service Centre as requested by the Audit Committee on the 27th September 2007.

**2      RECOMMENDATIONS**

That the Committee notes the services transferred to the Customer Service Centre and the nature of the financial transactions that are administered.

**3      BACKGROUND**

Problems were identified with the financial controls operating in the Customer Service Centre concerning the administration of bus passes. These have now been rectified. However, the Audit Committee have requested a comprehensive list of services operating in the Customer Service Centre so that Internal Audit are in a position to assess the financial risks arising and carry out further work as necessary.

**4      REASONS FOR RECOMMENDED COURSE OF ACTIONS AND OTHER OPTIONS**

A list of services and the financial transactions arising are listed in Appendix A to this report. The Customer Service Centre takes a range of payments for services over the telephone and by credit/debit card in the walk-in centre. Customer Service Advisors do not take cash, although residents can deposit cash in the ATM machine available in the walk-in centre. Customer Service Advisors do not make arrangements to pay.

The Customer Service Centre is responsible for processing bus pass, TV license and car park season ticket applications, but not for their issue. These services are

administered in line with processes agreed with the back office.

In the benefits area, Customer Service Advisors copy documents that are used to verify claims. They also provide general advice and an indication of benefits that may be payable should claims be successful. This is strictly provisional and subject to a final decision being made by the Benefits Service.

## **5 IMPLICATIONS**

### **5.1 Financial Implications**

There are no direct financial implications arising from this report., subject to Internal Audit's views on the adequacy of the financial controls operating within the Customer Service Centre.

### **5.2 Legal Implications**

There are no legal issues arising.

## **BACKGROUND**

There are no background documents to this report.

## **APPENDICES**

Summary of Services Delivered through the Customer Service Centre.