

**Internal Audit Service Plan 2010/11**

Action Plan					Connections			
Action Code	ACTION	Description (Target, Outcome and Critical Success Factors)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources	Relevant Sustainable Community Strategy Theme	Linked to an LAA Target

**Strapline: Fit for purpose, services fit for you**

**Corporate Priority: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation**

**By 2012 and 2014 - Deliver a financially sound and efficient Council by identifying efficiencies and more effective ways of working, thereby limiting the pressures on Council Tax.**

10-IA01	Support Pathfinder working	<p><b>Target:</b> To play a full role in partnership initiatives and new ways of working identified through Pathfinder. Project plan timescales met for 2010/11.</p> <p><b>Outcome:</b> Greater resilience throughout the service and savings delivered.</p> <p><b>Critical Success Factors:</b> Support from other services and other authorities.</p> <p><b>Environmental Impacts:</b> Potential increase in business travel, however, possibility of reduced overall travel as reduced staff numbers and greater opportunity for electronic working.</p>	31 March 2011	Internal Audit & Business Improvement Manager			East Herts - Economy, Skills and Prosperity	Non Applicable
10-IA02	Provide Annual Governance Statement for inclusion in the 2009/10 Statement of Accounts.	<p><b>Target:</b> Annual Governance Statement developed in accordance with CIPFA guidance.</p> <p><b>Outcome:</b> Positive Image of Council</p> <p><b>Critical Success Factors:</b> Support from other services.</p> <p><b>Environmental Impacts:</b> Audit of corporate governance arrangements will take into account how effectively the Council manages its environmental responsibilities. Hence this is a positive driver towards improving environmental management.</p>	30 June 2010	Internal Audit & Business Improvement Manager, Chief Finance Officer & Monitoring Officer			East Herts - Economy, Skills and Prosperity	Non Applicable
10-IA03	Ensure the Council has the capacity & capability to commission and procure value for money services and supplies through the introduction of a Procurement Plan.	<p><b>Target:</b> Approved Procurement Plan in place.</p> <p><b>Outcome:</b> Services and supplies provide good value for money and efficiency savings can be demonstrated.</p> <p><b>Critical Success Factors:</b> Support from other services.</p> <p><b>Environmental impacts:</b> Requirement to ensure that environmental criteria are included in procurement policies and practices. Also Procurement Officer will advise on means by which environmental criteria should be considered in major procurement exercises.</p>	31 March 2011	Internal Audit & Business Improvement Manager			East Herts - Economy, Skills and Prosperity	Non Applicable

Action Plan					Connections			
Action Code	ACTION	Description (Target, Outcome and Critical Success Factors)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources	Relevant Sustainable Community Strategy Theme	Linked to an LAA Target
10-IA04	Set a series of counter fraud objectives and monitor performance against these to Audit Committee	<p><b>Target:</b> Measurable objectives in place.  <b>Outcome:</b> Improved fraud awareness.  <b>Critical Success Factors:</b> Regular updates to CMT &amp; Audit Committee.  <b>Environmental Impacts:</b> N/A</p>	31 March 2011	Internal Audit & Business Improvement Manager			East Herts - Economy, Skills and Prosperity	Non Applicable
10-IA05	Improve Audit Committee effectiveness by enhanced Members training.	<p><b>Target:</b> Audit Committee training plan in place.  <b>Outcome:</b> Greater effectiveness of Audit Committee  <b>Critical Success Factors:</b> Support from Members..  <b>Environmental Impacts:</b> Increasingly informed Audit Committee will be better able to challenge non-compliance with environmental policies and objectives.</p>	31 March 2011	Internal Audit & Business Improvement Manager			East Herts - Economy, Skills and Prosperity	Non Applicable
10-IA06	Undertake EDRM (Electronic Document and Records Management) processes for Internal Audit, Risk Assurance and Procurement in preparation for C3W implementation	<p><b>Target:</b> Determine and implement EDRM and home working arrangements.  <b>Outcome:</b> Smooth transition to C3W. More efficient working and economical.  <b>Critical Success Factors:</b> Availability of staff resources, commitment from team and corporate support processes.  <b>Environmental Impacts:</b> Reduced carbon footprint and paper reduction.</p>	TBA	Internal Audit & Business Improvement Manager			East Herts - Green	Non Applicable
10-IA07	Deliver the benefits as identified in the C3W Service Profile.	<p><b>Target:</b> Maintain cover within Internal Audit &amp; Business Improvement and ensure that IT systems &amp; EDRM are operational and Project Plan timescales met for 2010/11.  <b>Outcome:</b> Smooth transition to C3W. Service delivered in accordance with C3W agenda.  <b>Critical Success Factors:</b> Availability of staff resources, commitment from team and corporate support processes.  <b>Environmental Impacts:</b> Reduced carbon footprint and paper reduction.</p>	TBA	Internal Audit & Business Improvement Manager			East Herts - Green	Non Applicable
10-IA08	Deliver Insurance tender exercise and consider potential to review levels of self-insurance.	<p><b>Target:</b> Maintain appropriate range and levels of insurance cover, whilst achieving savings.  <b>Outcome:</b> Placement of appropriate insurance cover.  <b>Critical Success Factors:</b> Financial climate - ability to place cover.  <b>Environmental Impacts:</b> Important need to take account of how environmental issues/ climate change may affect future insurance risks e.g. increased likelihood of extreme weather conditions such as flooding, extreme temperatures and high winds.</p>	31 July 2010	Internal Audit & Business Improvement Manager			East Herts - Green	Non Applicable

Action Plan					Connections			
Action Code	ACTION	Description (Target, Outcome and Critical Success Factors)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources	Relevant Sustainable Community Strategy Theme	Linked to an LAA Target

**Strapline: Leading the way, working together**

**Corporate Priority: Deliver responsible community leadership that engages with our partners and the public**

**By 2014 - Deliver the actions identified by East Herts LSP in the new sustainable community strategy and also contribute to the targets set out in Hertfordshire 2021 – A Brighter Future to achieve those objectives.**

<b>10-IA09</b>	Develop risk management, governance, procurement and ethical framework processes within significant Partnerships.	<p><b>Target:</b> Partnership Protocol processes in place by 30 June 2010.</p> <p><b>Outcome:</b> Effective partnerships in place and Partnership Protocol fully embedded.</p> <p><b>Critical Success Factors:</b> Support from other services and partners.</p> <p><b>Environmental Impacts:</b> N/A.</p>	30 June 2010	Internal Audit & Business Improvement Manager		East Herts - Economy, Skills and Prosperity	Non Applicable
----------------	---	--	--------------	---	--	---	----------------