

Internal Audit Service Plan 2011/12

Action Plan					Connections	
Action Code	ACTION	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources

Strapline: Fit for purpose, services fit for you
Corporate Priority: Deliver good quality customer focused services by maintaining and developing a well managed and publicly accountable organisation

By 2013 - Increase the percentage of residents who agree that the council provides value for money.

11-IA01	Support Internal Audit Partnership working	<p>Target: Development of collaborative arrangements with other Hertfordshire authorities on key areas of audit activity and re-prioritise activity to respond to reduced capacity.</p> <p>Outcome: Greater resilience, optimised use of resources throughout the service and savings delivered.</p> <p>Critical Success Factors: Support from other services and other authorities.</p> <p>Environmental Impacts: Potential increase in business travel, however, possibility of reduced overall travel as reduced staff numbers and greater opportunity for electronic working.</p>	30 September 2011	Internal Audit & Business Improvement Manager	None.	Within existing resources
11-IA02	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>Target: Approved Procurement Plan in place.</p> <p>Outcome: Services and supplies provide good value for money and efficiency savings can be demonstrated.</p> <p>Critical Success Factors: Support from other services.</p> <p>Environmental Impacts: 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>	30 June 2011	Internal Audit & Business Improvement Manager	None.	Within existing resources
11-IA03	Procurement Partnership Initiatives	<p>Target: Development of collaborative arrangements with adjoining Hertfordshire authorities on key areas of procurement activity.</p> <p>Outcome: Greater resilience, optimised use of resources and savings delivered.</p> <p>Critical Success Factors: Support from other services and other authorities.</p> <p>Environmental Impacts: Potential increase in business travel, however, possibility of reduced overall travel as reduced staff numbers and greater opportunity for electronic working.</p>	30 September 2011	Internal Audit & Business Improvement Manager	None.	Within existing resources
11-IA04	Deliver Insurance tender exercise	<p>Target: Maintain appropriate range and levels of insurance cover, whilst achieving savings.</p> <p>Outcome: Placement of appropriate insurance cover.</p> <p>Critical Success Factors: Financial climate - ability to place cover.</p> <p>Environmental Impacts: 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 May 2011	Internal Audit & Business Improvement Manager	None.	Within existing resources
11-IA05	Improve the Council's health & safety and risk management arrangements.	<p>Target: Simplify the Health & Safety Policy and Risk Assessment process.</p> <p>Outcome: More efficient and user friendly arrangements in place.</p> <p>Critical Success Factors: Support from other services.</p> <p>Environmental Impacts: Requirement to ensure that environmental criteria are included in Health & Safety Policy and risk assessment process.</p>	31 March 2011	Internal Audit & Business Improvement Manager	None.	Within existing resources

By 2013 - Reduce the revenue burden to the taxpayer by completing our review of working arrangements and oversee the development of a single site for back office functions and service administration.

11-IA06	Deliver the benefits as identified in the C3W Service Profile.	<p>Target: Maintain cover within Internal Audit and Business Improvement (IA&BI) and ensure that Project Plan timescales met for 2011/12.</p> <p>Outcome: Smooth transition to C3W. Service delivered in accordance with C3W agenda.</p> <p>Critical Success Factors: Availability of staff resources, commitment from team and corporate support processes.</p> <p>Environmental Impacts: Reduced carbon footprint and paper reduction.</p>	30 September 2011	Internal Audit & Business Improvement Manager	None.	Within existing resources
11-IA07	Undertake Electronic Document Management (EDM) processes for Internal Audit, Risk Assurance and Procurement in preparation for C3W implementation	<p>Target: Determine and implement EDM and home working arrangements.</p> <p>Outcome: Smooth transition to C3W. More efficient working and economical.</p> <p>Critical Success Factors: Availability of staff resources, commitment from team and corporate support processes.</p> <p>Environmental Impacts: Reduced carbon footprint and paper reduction.</p>	30 September 2011	Internal Audit & Business Improvement Manager	None.	Within existing resources