

Finance and Resources Committee

10.00am, Thursday, 11 October 2018

Resources Directorate - Internal Audit Update

Item number	7.9
Report number	
Executive/routine	
Wards	
Council Commitments	

Executive summary

Members considered a referral report from the Governance, Risk, and Best Value Committee at the meeting of the Finance and Resources Committee held on 16 August 2018. The Executive Director of Resources committed to provide the Committee with an update on the progress being made to address the High rated audit findings identified in the relevant reports and this report satisfies that requirement.

Resources Directorate – Internal Audit update

1. Recommendations

- 1.1 Members of the Finance and Resources Committee are recommended to:
- 1.1.1 note the update on the high rated Internal Audit findings and actions to address these by the Resources Directorate for the period 1 January to 31 July 2018.

2. Background

- 2.1 This report provides an update on the progress being made to address the High rated findings identified by the Councilwide Drivers Health and Safety Audit and the Phishing Resilience Internal Audit, which were specifically highlighted to the Committee.

3. Main report

- 3.1 On 16 August 2018, the Finance and Resources Committee noted a referral report from the Governance, Risk and Best Value Committee which identified high rated findings relating to Drivers Health and Safety and Phishing Resilience.

Council wide Drivers Health and Safety

- 3.2 There were 3 High related findings identified by this Internal Audit report.

Finding 2 – Management Response Action 1

- 3.3. The Council's selection process will be updated to include adequate assessment of the candidates' knowledge of the driving rules and safety standards, with line managers advised that they are required to obtain evidence of this assessment.

Response to Finding 2 - Management Response Action 1

- 3.4 Human Resources has updated the current recruitment guidance for line managers to confirm that an assessment for drivers must take place. This action is now complete.

Finding 2 - Management Action 3

- 3.5 The recruitment procedure will be update to state that a pre-recruitment checklist, which will also include driving eligibility checks, must be completed signed by the recruiting manager and provided to HR before an employment contract is issued.

Response to Finding 2 - Management Response Action 3

- 3.6 Page 10 of the recruitment guidance confirms that as part of pre-employment checks Fleet Service must issue a Driving Permit before they drivers start in the organisation. This action is now complete.

Finding 5 – Management Action 1

- 3.7 A procedure to provide Fleet Services with monthly leavers details will be developed and implemented

Response to Finding 5 – Management Action 1

- 3.8 This procedure is now in place and Human Resources are providing monthly leavers details to Fleet Services. This action is now complete.

Phishing resilience

- 3.9 There were 2 High related findings identified by this Internal Audit report.

Finding 1 – Targeted Training – Management Action 1

- 3.10 Targeted whale phishing training should be designed and provided to Council Executives; Heads of Service; Locality Managers; and (importantly) Executive and Business Support Assistants on an ongoing basis; and

Response to Finding 1 – Management Action 1

- 3.11 The training package has been designed and is fully accessible to all Council employees via the CECIL online learning platform. The content of this training specifically addresses issues for senior executive and executive support staff.

Finding 1 – Targeted Training – Management Action 3

- 3.12 Generic phishing/cyber security training should be developed and included within induction and ongoing mandatory training for all employees with Council e-mail accounts.

Response to Finding 1 – Management Action 3

- 3.13 This action has been completed and relevant cybersecurity training is now a required part of new starter induction and ongoing essential learning for all Council employees.

Finding 1 – Targeted Training – Management Action 4

- 3.14 Ongoing phishing simulation testing exercises should be designed and implemented across all employees and contractors with Council e mail addresses, with the results recorded and analysed to identify and address target training requirements.

Response to Finding 1 – Management Action 4

- 3.15 This work is in progress with the Council's ICT partner, CGI, and is due to be completed by 30 October 2018. This action is ongoing at present.

Finding 3 – Reporting Phishing – Management Action 1

- 3.16 Phishing Guidance on the Orb should be reviewed and refreshed with the links to the revised guidance and 'report phishing' telephone numbers and email addresses featured prominently on the home page.

Response to Finding 3 – Management Action 1

- 3.17 Guidance in respect of Phishing and reporting arrangements has been updated and now features directly on the home page of the Council's intranet. This action is now complete.

Finding 3 – Reporting Phishing – Management Action 2

- 3.18 The revised report phishing process should include step by step guidance to support employees in reporting suspicious e-mails and sending them to ICT for further investigation and analysis.

Response to Finding 3 – Management Action 2

- 3.19 A step by step process for reporting suspicious emails has been implemented and is fully operational. This action is now complete.

4. Measures of success

- 4.1 Once implemented, the recommendations identified within the relevant internal audit reports will further strengthen the Council's controls framework.

5. Financial impact

- 5.1 No direct financial impact.

6. Risk, policy, compliance and governance impact

- 6.1 Internal Audit findings are raised as a result of control gaps or deficiencies identified during audits. If agreed management actions are not implemented to support closure of Internal Audit findings, the Council will be exposed to the risks set out in the relevant Internal Audit reports.

7. Equalities impact

- 7.1 Not applicable.

8. Sustainability impact

- 8.1 Not applicable.

9. Consultation and engagement

- 9.1 Not applicable.

10. Background reading/external references

- 10.1 [Internal Audit update report: 1 January – 31 July 2018 – Report to Finance and Resources Committee, 16 August 2018](#) (referral from Governance, Risk and Best Value Committee)

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11. Appendices

None.