



Appendix 2d

South Lakeland District Council

Assurance Review of Customer Connect

February 2019

FINAL

2018/19



Executive Summary

OVERALL ASSURANCE ASSESSMENT



OVERALL CONCLUSION

The Council has adopted a recognised industry standard Agile approach to its Customer Connect programme. This approach is recommended by its implementation partner Ignite, who have developed this based on similar successful business transformations achieved at other local Councils.

Reasonable Assurance has been given as, despite there being no recommendations in relation to the current approach, there has been some slippage regarding timescales and budgets. This assurance rating attempts to reflect the balance between the two.

Given the flexible nature of the project methodology, an opinion regarding the operation of the project management control framework during future phases of the programme cannot be offered.

SCOPE

The review considered the progress of the Customer Connect programme, including project governance, timescales, milestones and overall implementation.

ACTION POINTS

Urgent	Important	Routine	Operational
0	0	0	0

Management Action Plan - Priority 1, 2 and 3 Recommendations

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
------	-----------	---------	----------------	----------	---------------------	-------------------------------------	---------------------------------

No recommendations were made.

PRIORITY GRADINGS

1 URGENT Fundamental control issue on which action should be taken immediately.

2 IMPORTANT Control issue on which action should be taken at the earliest opportunity.

3 ROUTINE Control issue on which action should be taken.

Operational Effectiveness Matters

Ref	Risk Area	Item	Management Comments
No Operational Effectiveness Matters have been identified.			

ADVISORY NOTE

Operational Effectiveness Matters need to be considered as part of management review of procedures.

Detailed Findings

Introduction

1. This review was carried out in January 2019 as part of the planned internal audit work for 2018/19. Based on the work carried out an assessment of the overall adequacy of the arrangements to mitigate the key control risk areas is provided in the Executive Summary.

Background

2. Significant investment is being made in the Council's digital platform to provide more accessible and innovative means of communication and interaction with the public. The Council is working with an external partner to redesign services and introduce a new operating model which will see a reduction in the number of roles and generate annual savings of circa £1.55m.

Materiality

3. South Lakeland District Council places considerable reliance on the security, integrity and availability of its computer systems for day to day operations and to achieve its business objectives. The project requires significant up-front investment in resource, technology, hardware, and support and training to deliver anticipated savings into the future.

Key Findings & Action Points

4. The key control and operational practice findings that need to be addressed in order to strengthen the control environment are set out in the Management and Operational Effectiveness Action Plans. Recommendations for improvements should be assessed for their full impact before they are implemented. There do not appear to be any findings to be addressed,

Scope and Limitations of the Review

5. The review considered the progress of the Customer Connect project, including project governance, timescales, milestones and overall implementation.
6. The definition of the type of review, the limitations and the responsibilities of management in regard to this review are set out in the Annual Plan.

Disclaimer

7. The matters raised in this report are only those that came to the attention of the auditor during the course of the internal audit review and are not necessarily a comprehensive statement of all the weaknesses that exist or all the improvements that might be made. This report has been prepared solely for management's use and must not be recited or referred to in whole or in part to third parties without our prior written consent. No responsibility to any third party is accepted as the report has not been prepared, and is not intended, for any other purpose. TIAA neither owes nor accepts any duty of care to any other party who may receive this report and specifically disclaims any liability for loss, damage or expense of whatsoever nature, which is caused by their reliance on our report.

Risk Area Assurance Assessments

8. The definitions of the assurance assessments are:

Substantial Assurance	There is a robust system of internal controls operating effectively to ensure that risks are managed and process objectives achieved.
Reasonable Assurance	The system of internal controls is generally adequate and operating effectively but some improvements are required to ensure that risks are managed and process objectives achieved.
Limited Assurance	The system of internal controls is generally inadequate or not operating effectively and significant improvements are required to ensure that risks are managed and process objectives achieved.
No Assurance	There is a fundamental breakdown or absence of core internal controls requiring immediate action.

Audit Contacts

9. For any queries or to discuss the content of this report, please contact either of the following:

Lead Auditor:	Peter Simpson peter.simpson@ttaa.co.uk 07580 700415
Head of Internal Audit:	Peter Harrison peter.harrison@ttaa.co.uk 07970 376542

Audit Report Distribution

10. We would like to thank staff for their co-operation and assistance during the course of our work.

For Action:	David Sykes, Director People and Places Simon McVey, Assistant Director Performance and Innovation Clare Gould, Partnerships and Organisational Development Manager
For Information:	Shelagh McGregor, Assistant Director Resources (Section 151 Officer) Helen Smith, Financial Services Manage

Release of Report

11. The table below sets out the history of this report.

Date draft report issued:	29 th January 2019
Date management responses received:	15 th February 2019
Date final report issued:	18 th February 2019