

# Internal Audit Progress Report

July 2020

Office of the Police and Crime Commissioner  
for Surrey and Surrey Police

Office of the Police and Crime  
Commissioner for Surrey



Appendix A

## Southern Internal Audit Partnership

Assurance through excellence  
and innovation

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## 1. Assurance Opinions

Internal audit reviews culminate in an opinion on the assurance that can be placed on the effectiveness of the framework of risk management, control and governance designed to support the achievement of management objectives of the service area under review. Assurance opinions used throughout 2019-20 are categorised as follows:

- Substantial** A sound framework of internal control is in place and is operating effectively. No risks to the achievement of system objectives have been identified.
- Adequate** Basically a sound framework of internal control with opportunities to improve controls and / or compliance with the control framework. No significant risks to the achievement of system objectives have been identified.
- Limited** Significant weakness identified in the framework of internal control and / or compliance with the control framework which could place the achievement of system objectives at risk.
- No** Fundamental weakness identified in the framework of internal control or the framework is ineffective or absent with significant risks to the achievement of system objectives.

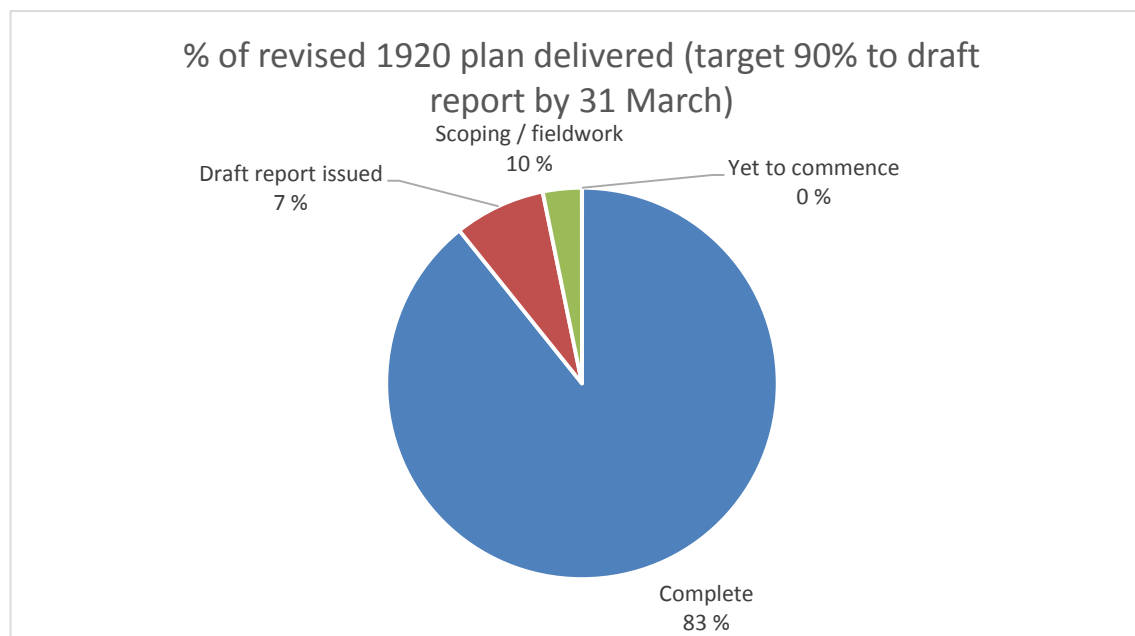
CIPFA have recently released a paper which examined the case for standardising the terminology and definitions used in internal audit engagements across the whole of the public sector and has subsequently recommended a standard set of opinions and supporting definitions for internal audit service providers to use.

To ensure we continue to conform to the best practice principles, we will be adopting the standard definitions for our 2020-21 work and moving forwards. The assurance opinions are categorised as follows:

- Substantial** A sound system of governance, risk management and control exists, with internal controls operating effectively and being consistently applied to support the achievement of objectives in the area audited.

- Reasonable** There is a generally sound system of governance, risk management and control in place. Some issues, non-compliance or scope for improvement were identified which may put at risk the achievement of objectives in the area audited.
- Limited** Significant gaps, weaknesses or non-compliance were identified. Improvement is required to the system of governance, risk management and control to effectively manage risks to the achievement of objectives in the area audited.
- No** Immediate action is required to address fundamental gaps, weaknesses or non-compliance identified. The system of governance, risk management and control is inadequate to effectively manage risks to the achievement of objectives in the area audited.

2. Performance dashboard – 2019/20



**Days delivered**

	<b>Surrey 2019/20 plan</b>	<b>Joint Sussex and Surrey 2019/20 plan</b>
Original Plan Days	74	385
Revised Plan Days	84	332
Days delivered	84	315
Percentage of revised plan delivered	100 %	94.8 %

### 3. Status of 'Live' Reports

This section is used to summarise the status of agreed management actions for each final report issued, with all actions tracked to completion by Surrey Police.

Audit Review	Report Date	Audit Sponsor	Assurance Opinion	Number of Management Actions					Priority		
				Reported	Not Accepted	Pending (Not yet Due)	Actioned	Overdue	L	M	H
Project and Programme Management (non IT)	11.09.19	CFO OPCC & EDCFS	Adequate	3 (0)		2(0)	1(0)				
Surrey Police Complaints Management	26.09.19	EDCFS	Adequate	7 (0)			7(0)				
Victims Code	08.01.20	CFO OPCC & EDCFS	Limited	12 (9)		7 (6)	4 (3)		1		
Crime Recording Data Quality	10.01.20	CFO OPCC & EDCFS	Limited	13 (0)			13 (0)				
Benefits Realisation from Investment	10.01.20	CFO OPCC & EDCFS	Adequate	4 (0)		4 (0)					
Surrey Accounts Payable	15.01.19	CFO OPCC & EDCFS	Adequate	3 (1)		1 (0)	2 (1)				
Proactive fraud review – Procurement Cards	16.01.20	CFO OPCC & EDCFS	No evidence of fraudulent activity found	8 (3)		1 (0)	7 (3)				
Accounts Receivable	04.05.20	CFO OPCC & EDCFS	Adequate	2 (2)							
Data Centre	06.05.20	CFO OPCC & EDCFS	Limited	8 (2)							
IT Capacity and Performance Management	21.05.20	CFO OPCC & EDCFS	Limited	7 (1)							
Fleet Management	21.05.20	CFO OPCC & EDCFS	Limited	14 (4)							


IT Data Storage and Back Up	21.05.20	CFO OPCC & EDCFS	Limited	11 (4)						
Main Accounting	22.05.20	CFO OPCC & EDCFS	Adequate	6 (0)						
IT Resource Management	23.06.20	CFO OPCC & EDCFS	Limited	16 (5)						
Independent Custody Visitors	03.07.20	CFO OPCC	Substantial	1 (0)			1 (0)			
Force Strategic Financial Planning	08.07.20	CFO OPCC & EDCFS	Adequate	3 (0)						
Totals				0	0	15	34		1	


Key			
<b>EDCFS</b>	Executive Director for Commercial & Financial Services, Surrey & Sussex Police		CFO OPCC Chief Finance Officer – PCC


More detailed information regarding overdue management actions is contained in the management report from the Executive Director Finance and Commercial Services.







## 4. Rolling work programme


Audit Review	Audit Sponsor	Scoping	Audit Outline Issued	Fieldwork	Draft Report Issued	Final Report Issued	Assurance Opinion	Tracker (on schedule  Delay)	Comment
<b>Surrey Plan 2019-20</b>									
<b>Corporate Cross Cutting</b>									
Covert Accounts	CFO OPCC & EDCFS	✓	✓	✓	20.12.19	09.01.20	Substantial		
Victims Code	CFO OPCC & EDCFS	✓	✓	✓	3.12.19	08.01.20	Limited		





Audit Review	Audit Sponsor	Scoping	Audit Outline Issued	Fieldwork	Draft Report Issued	Final Report Issued	Assurance Opinion	Tracker (on schedule  Delay)	Comment
Victim Support Post Implementation Review	CFO OPCC & EDCFS	✓	✓	✓	08.06.20	24.06.20	There is evidence, that overall, the intended benefits of bringing the service in house have been achieved.		
Pro Active Fraud – Use of Procurement Cards	CFO OPCC & EDCFS	✓	✓	✓	25.07.19	16.01.20	No evidence of fraudulent activity found		


Audit Review	Audit Sponsor	Scoping	Audit Outline Issued	Fieldwork	Draft Report Issued	Final Report Issued	Assurance Opinion	Tracker (on schedule  Delay)	Comment
Crime Recording Data Quality	CFO OPCC & EDCFS	✓	✓	✓	24.10.19	10.01.20	Limited		
Complaints Management (OPCC)	CFO OPCC	✓	✓	✓	15.08.19	23.08.19	Substantial		
Complaints Management (Surrey Police)	EDCFS	✓	✓	✓	15.08.19	26.09.19	Adequate		
<b>Collaborated Plan</b>									
Strategic Financial Planning and Budgeting	CFO OPCC & EDCFS	✓	✓	✓	23.06.20	08.07.20	Adequate		
Main Accounting System	CFO OPCC & EDCFS	✓	✓	✓	25.03.20	22.05.20	Adequate		
Procurement Cards/Corporate Credit	CFO OPCC & EDCFS	✓	✓	✓	13.02.20	11.03.20	Substantial		

Audit Review	Audit Sponsor	Scoping	Audit Outline Issued	Fieldwork	Draft Report Issued	Final Report Issued	Assurance Opinion	Tracker (on schedule  Delay)	Comment
Accounts Receivable	CFO OPCC & EDCFS	✓	✓	✓	20.04.20	04.05.20	Adequate		
Pensions Arrangements	CFO OPCC & EDCFS	✓	✓	✓	02.06.20				Response chased
Accounts Payable	CFO OPCC & EDCFS	✓	✓	✓	23.12.19	15.01.20	Adequate		Separate review
Payroll	CFO OPCC & EDCFS	✓	✓	✓	10.03.20	11.03.20	Substantial		Separate review
Fleet Management	CFO OPCC & EDCFS	✓	✓	✓	02.03.20	21.05.20	Limited		
Joint Force Vetting Unit	CFO OPCC & EDCFS	✓	✓	✓	02.08.19	09.09.19	Adequate		


Audit Review	Audit Sponsor	Scoping	Audit Outline Issued	Fieldwork	Draft Report Issued	Final Report Issued	Assurance Opinion	Tracker (on schedule  Delay)	Comment
Benefits realisation from investment	CFO OPCC & EDCFS	✓	✓	✓	14.11.19	10.01.19	Adequate		
Project and Programme Management (non IT)	CFO OPCC & EDCFS	✓	✓	✓	26.07.19	11.09.19	Adequate		
Brexit Readiness Plans – advisory	CFO OPCC & EDCFS	✓	✓	✓	27.09.19	14.10.19	N/A Position statement		
Commercial Unit	CFO OPCC & EDCFS	✓	✓	✓	08.07.20				Response due by 22.07.20
ICT Assurance Map	CFO OPCC & EDCFS	N/A	N/A	N/A	N/A	N/A			Facilitation of workshop took place 20.01.20


Audit Review	Audit Sponsor	Scoping	Audit Outline Issued	Fieldwork	Draft Report Issued	Final Report Issued	Assurance Opinion	Tracker (on schedule  Delay)	Comment
IT Strategy and Direction Follow Up	CFO OPCC & EDCFS	✓	✓	✓	12.06.20	07.07.20	Progress on actions has been generally effective		
IT Resource Management	CFO OPCC & EDCFS	✓	✓	✓	29.04.20	23.06.20	Limited		
Data Centre Facilities and Security	CFO OPCC & EDCFS	✓	✓	✓	03.03.20	06.05.20	Limited		
Data Storage and Data Backup	CFO OPCC & EDCFS	✓	✓	✓	24.02.20	21.05.20	Limited		
Capacity and Performance Monitoring	CFO OPCC & EDCFS	✓	✓	✓	12.05.20	21.05.20	Limited		


Audit Review	Audit Sponsor	Scoping	Audit Outline Issued	Fieldwork	Draft Report Issued	Final Report Issued	Assurance Opinion	Tracker (on schedule  Delay)	Comment
Cyber Security (also includes planned reviews of security controls and network security and access)	CFO OPCC & EDCFS	✓	✓	✓					Fieldwork complete awaiting close of audit meeting.
Application Management	CFO OPCC & EDCFS	✓	✓	✓					Fieldwork complete awaiting close of audit meeting.
IT Business Continuity/Disaster Recovery Planning	CFO OPCC & EDCFS	✓	✓	✓					Lack of engagement from contact. Escalated. Fieldwork incomplete.
<b>Surrey Plan 2020-21</b>									
JAC Contingency	CFO OPCC								Q3

Audit Review	Audit Sponsor	Scoping	Audit Outline Issued	Fieldwork	Draft Report Issued	Final Report Issued	Assurance Opinion	Tracker (on schedule  Delay)	Comment
Data Protection (OPCC)	CFO OPCC	✓	✓	✓					Planned for Q2 but brought forward to Q1
Independent Custody Visitors	CFO OPCC	✓	✓	✓	01.07.20	03.07.20	Substantial		Q1
Risk Management	CFO OPCC								Planned for Q3. Brought forward to Q2
Pro-Active Fraud	CFO OPCC								Q1. Delayed to Q2 due to Covid
Estates Management	CFO OPCC								Q1. Delayed to Q2 due to Covid
Estates Strategy and Disposals	CFO OPCC								Q3
<b>Surrey Police Shared Audit Plan 2020-21</b>									



Audit Review	Audit Sponsor	Scoping	Audit Outline Issued	Fieldwork	Draft Report Issued	Final Report Issued	Assurance Opinion	Tracker (on schedule  Delay)	Comment
ERP - Pre go-live review of control maps									Q1 Delayed - awaiting update on projects plans
ERP - Transition readiness									Q2 Awaiting update on project plans
Main Accounting System									Q4
Imprest Accounts									Q1 delayed to Q2 due to covid
Accounts Receivable									Q4
Pensions									Q4
Accounts Payable									Q4
Payroll									Q4

Audit Review	Audit Sponsor	Scoping	Audit Outline Issued	Fieldwork	Draft Report Issued	Final Report Issued	Assurance Opinion	Tracker (on schedule  Delay)	Comment
Recruitment									Q2 Scoping booked for 22.07.20
Joint Procurement		✓	✓						Q1 Delayed to Q2 due to covid
Governance of Collaborative Arrangements									Q2 Scoping booked for 22.07.20
Firearms Licencing									Q3
Assurance Mapping									Q1 Delayed due to covid
Information Governance/GDPR		✓							Q2
Monitoring, Assurance and Compliance									Q4
IT Asset Management									Q2

Audit Review	Audit Sponsor	Scoping	Audit Outline Issued	Fieldwork	Draft Report Issued	Final Report Issued	Assurance Opinion	Tracker (on schedule  Delay)	Comment
Security Controls									Q2
Data Classification / Data Governance									Q3
Systems Life Cycle Support and Planning									Q3
Project Management Practices, Reviews and Project Controls									Q1 Delayed due to 1920 IT work not yet completed

Although the challenges presented by Covid-19 have slowed our progress, we have continued to work remotely to complete the remaining 2019-20 reviews. The challenges have also had an effect on our ability to commence work on the 2020-21 plan, due to the request to delay any reviews impacting on operational staff. Discussions have taken place to review the plan to ensure it remains appropriate and relevant and to assess changes that are needed to the timing of reviews or to incorporate new risks areas arising from Covid-19. The impact of delays on our own resources for the remainder of the year also continue to be assessed.

The following variations have been made to the 2019-20 internal audit plan since it was considered by the Joint Audit Committee and approved by the PCC and Chief Constable.

Audit reviews removed from the plan	
<b>ERP – Pre go -live review of control maps</b>	Moved to 20/21 at the request of the client due to late delivery of Equip project
<b>ERP Transition Readiness</b>	Moved to 20/21 at the request of the client due to late delivery of Equip project
<b>Security User Access</b>	Scope was due to be access to Equip. Moved to 20/21 due to the late delivery of the Equip project.
<b>Duty Resource Planning</b>	Moved to 20/21 at the request of the client due to late delivery of Equip project.

Audit reviews added to the plan	
<b>Victim Support post implementation review</b>	Added at the request of the client
<b>Commercial Unit</b>	Added at the request of the client

Other than timing changes there have been no further changes to the 2020/21 audit plan.