Audit Review Update

Sue Richardson

Project & Standards Manager

Birmingham 28th September 2011

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Audit Review - Background

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• Early 2008 the Network Support Field Team (NSFT) took over the responsibility for   Financial and Compliance auditing from the National Audit Team

• Initially the processes and tools used by the NAT were maintained but in Jan 2009 we undertook a revision of all the Audit Process Chapters as a basic starting point for the new ways of working using a multi-skilled team of Field Support Advisors (FSA)

• At this time the revision was simply to align the old processes to the new team structure and to create robust working tools to deliver the information gathered.

• During 2009 'SharePoint" was added as a means of reporting, to improve the speed of availability of reports

• April 2010, the Scheduling & Admin Team at Salford became part of the NSFT and at the same time took on the role of scheduling all audit activity and processing the admin arising from audits.

• Currently all of the Audit Process Chapters are reviewed against an annual rolling timetable and are the responsibility of the Network Services Team Leaders.

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5 mins

The need for a review

- Since the initial revision of all audit chapters in Jan 2009, as business as usual we have made small operational changes either as a result of changes to operational practices within the business, or and less frequently, requests hi-lighted by stakeholders such as the Contract Team, Security, Product & Branch Accounting (P&BA), Bank of Ireland (BoI), Compliance Team, Risk & Compliance Committee (R&CC), and others.

- However, we have not undertaken a complete review or engaged pro-actively with and identified all stakeholders, to ascertain that our processes and outputs are fit for purpose and what we would want to deliver.

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2 mins

Undertaking a review

- Identify and engage with all stakeholders

- Seek feedback on each chapter

- Review the current process and tools and working papers considering the feedback with the chapter owners (Team Leaders)

- Revise according to agreements made

- Review Chapter ownership

- Cascade revised material to all – NST & Stakeholders

- Train the FSA's through the Team Leaders in deployment of new tools, processes and standards – hi-lighting any changes

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5 mins
Identify and engage with all stakeholders:
Looking first at our own team in NST, the stakeholders identified within each chapter then approaching other teams within POL and the wider working relationship we have such as the Banks of Ireland & England.
Seek feedback on each chapter:
We will supply a copy of each of the process chapters and ask for feedback on the effectiveness from the stakeholder point of view, identification of anything they see as a gap, and any suggested improvements.
Review the current process and tools and working papers considering the feedback:
Revise according to agreements made:
I will engage with each of the chapter owners to review the feedback alongside the current process and revise as required, all materials, tools, reports and processes to deliver an improved output. Initial timetable embedded here.
Review Chapter ownership:
The current ownership responsibilities will be reviewed to ensure that Chapters that have significant cross-over will be owned by the same person going forward.
Cascade revised material to all – NST, Stakeholders:
The final outputs will be cascaded first to the NST team including Head of Network Services, Regional Network Managers, Field Team leaders and FSA's, Scheduling & Admin & Change Team Contracts Team, and the Network Performance Team. This will be communicated at face to face events at the end of Q2 .Secondly via written communication to all other stakeholders.
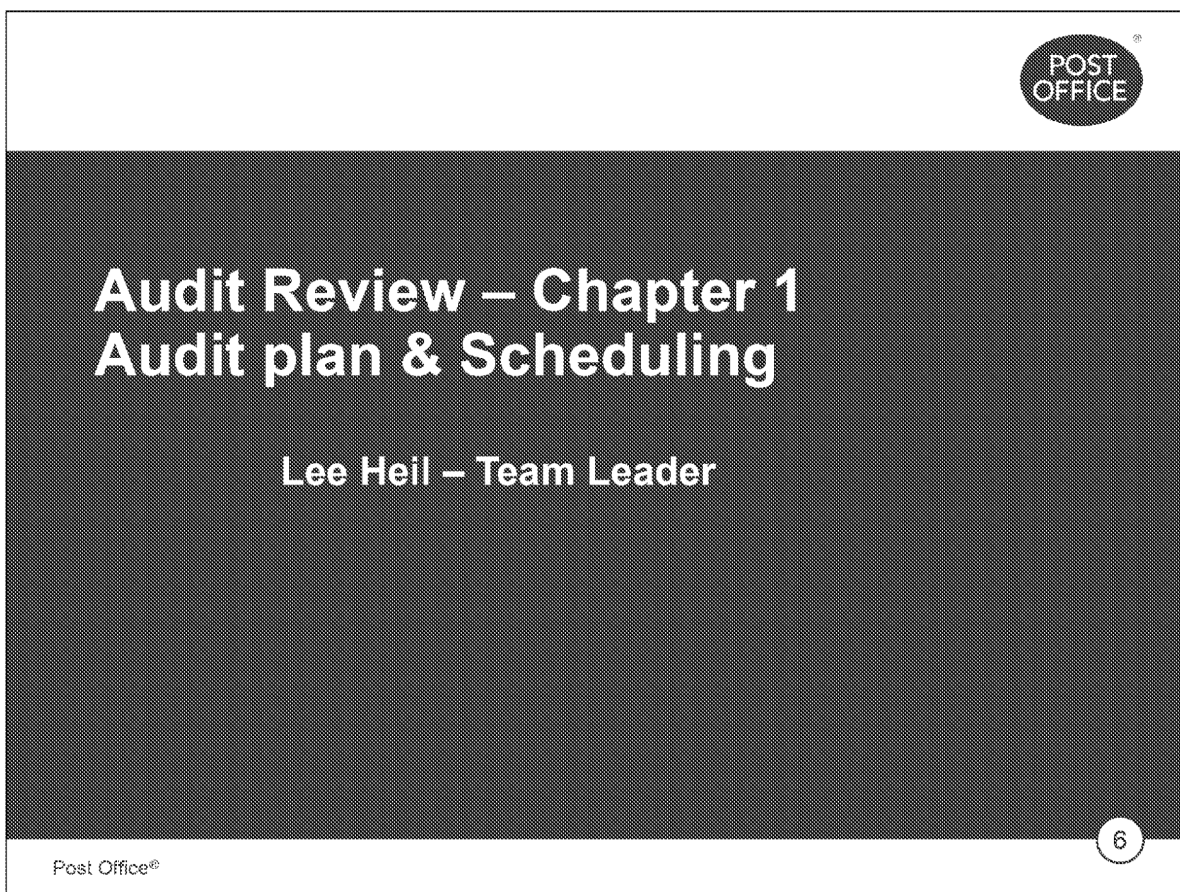Train the FSA's, and Team Leaders in deployment of new tools, processes and standards:
There will be a number of training events late Q2/early Q3 to roll out the process to the Field Team who will be delivering the audit activity. GO live of the process is anticipated to commence in Q3 in advance of the next 5 year plan in 2012.

The Team Leaders

Over to you guys to tell us all about the changes

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Audit Review – Chapter 1
Audit plan & Scheduling

Lee Heil – Team Leader

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Welcome everyone and give a brief description as to what this is all about.

15 mins

The Requests

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KEEP

Stakeholder – John Breeden

Section 3.12 - A plan of activity for the week ahead should also be forwarded to the Contracts Advisors, Network Support Projects & Standards Manager and the Regional Network Managers.

Currently do this on a weekly basis for the week ahead and is sent to all the above and Security. This is make all aware of potential audit activity that may lead to suspension and so that they can be prepared.

LOSE

FTL/FSA

Section 3.8 bullet point "Attendance by a Team Leader to be focused on Crowns or high risk branches likely to lead to a suspension (e.g. investigation audits or specially requested audits)

We will not lose this as we currently have a list of Field Team Members that can conduct these Audits which is continually growing through development of the teams. This focuses the team Leaders limited time on high risk activity where additional support is needed by Field Team Members and allows time for all other performance management activity to be completed.

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Briefly go over what the chapter covers.

Where we get the data
What considerations
How we schedule

Then go into feedback. Should take no longer than 5 mins

The requests continued

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CHANGE

Stakeholder – John Breeden

Section4.3 – does the FTL complete compliance audit at 3 month PTV?

Now done on the 6-9month audit but the FTL will look at the New Agent Self Audit that the new agent should have completed before the PTV.

Stakeholder – FSA/FTL

Keep e-mails listing staff on P356, but also include outstanding debt figure on e-mail.

When audit admin send out the office employee HR register for each audit they could include the outstanding debt figure as well (I would prefer to see or hear that there is no debt than just not get a phone call

Receive cash management & agent debt prior to audit as often no phone reception in remote areas. As above

All the above are asking for the same request. This would be of benefit to everyone but unfortunately this cannot be done due to the data on SAP being updated daily. This data would then be out of date when the audit is conducted.

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Start of the Changes

5 mins max.

The requests continued

Stakeholder – Scheduling and Admin team.

3.8   "Declaration of interests, detailing any auditor's conflict of interests with the branches due to be audited" add "e.g. FSA relatives working at a branch"

Add a bullet point for: "The distance FSAs have to travel, plus the cost per mile"

The above relates to what the admin team consider when scheduling activity. We do look at conflicts of interest and are shortly due to again ask the team. We also believe that the last point should be added as it is one of the many factors we consider when scheduling.

Change the current attachment for stating resource at a post office and replace with an up to date version. Ensure the version used for this years audit plan is the one on Ease, any updates can be used to form next years plan.

Resource is reviewed yearly and we have added current resource spreadsheet which formed the plan for this year.

ADD - Stakeholder – Scheduling and Admin Team.

Add details of some of the Audit Admin duties relevant to the daily audit procedures e.g. acquiring and disclosing / emailing debt, REMS and staff details, P32 electronic filing, Compliance Certificate returns and reminders as follows: all added to Chapter 3 feedback for consideration

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Changes continued

Go into things that we would like to ADD.

Approximately 5 mins

Chapter 2

Sandra McBride & Paul Humber

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Who	Request	What Done	Benefit
Angela	Update ECF to include all attendee's	ECF updated to include all FTM's assisting with audit and option for any additional presence (e.g. Security team).	Allows all addressees to see audit team members and other persons present.
Angela	Stress importance of completing comments box.	Explanation of when to complete comments box added .	Clarification of when comments box must be completed for purpose of audits and QAR's.
Bob	P32 – there are tabulation and print issues between the P32 and report templates	All report templates have been removed and reports will now print directly from the tool..	No need to copy and paste saving time..
Julia	To include AEI branches (this will remove the need to look at another database)	Contacted Peter Millington to see if this is possible. Reply - under current conditions "no" but Peter is looking into the information being added to the databases he uses.	If possible it will save time in future and all relevant planning information will be in one place.

2 mins

Who	Request	Action Taken	Benefit
Julia	Lose the need to complete an ECF where there is an audit surplus in excess of £1000 or if the outstanding debt figure has caused the audit discrepancy to exceed £1000	No Action – reason this is included on FAA P32 is due to the fact that CA's are not always aware (or may need reminding) that there is outstanding debt at the branch. This in turn could have a bearing on their decisions.	Benefit in completing ECF on FAA P32 if outstanding debt takes amount over £1k is that it highlights other possible issues apart from those found on audit which may need to be taken into consideration by the CA.
Frank	A suggestion to improve the way we work (Lose/change/keep) & cut down errors; we do use too many acronyms on EASE (itself another acronym!), maybe that could be looked at under 'change'	All abbreviations on Event Capture Form (ECF) changed to full unless already explained. Also on ECF area covered now added to John and Lin's names, Cathy's name spelt correctly & "p" changed to Capital on Security Programme Manager.	Clearer identification of individual titles and who to send copies of the ECF to.

2 mins

Who	Request	Action Taken	Benefit
David Patrick	Comments box on planning page of P32 - if the audit is an 'Intervention Request', then specific details of what the request is, MUST be noted (QARs will be marked down if there are no notes). The comments box can be used for any other notes or left blank, but, as stated above, MUST be utilised when it's a specifically requested audit.	Extra question added to Planning page of P32 re: "Is this an intervention request" answer yes or no and the comments box changes accordingly. If yes then a statement appears saying that the comments box MUST be completed with the specific intervention request.	Identifies when the comments box on the P32 must be completed.
Sue Richardson	Do we need to record the Remittances on an FAA P32?	Remittance input section removed – still need to obtain printouts but not to record on FAA P32	Saves time recording information not required.
Paul Humber	Do we need to reconcile the Traveller's cheques on the FAA P32?	Traveller's Cheque reconciliation section removed. Now only need to balance to those recorded on Horizon.	Saves time and FAA is supposed to be a quick balance of the branch assets.

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2 mins

Who	Request	Action Taken	Benefit
Compliance Team	For branches at audit where it is found that there are nil stocks of POCA cards, could this be reported as part of the financial audit findings and reported to the conformance team in order to address & also be included as part of the branch performance.	Added cells and formulas to P32's to highlight if nil stock of POCA cards on hand Network Compliance Team must be contacted. Also feeds through to relevant reports. This has been amended due to a resource issue for the NCT and replaced with a question relating to the SPMR ordering stock.	Reminds FTM to ensure SPMR orders a stock of cards.
Pete Jackson	List of WYPTE and Salford HCS to be added to EASE, so that the details can be copied and pasted into the Tier 2 P32. Extra lines will be needed on the P32.	Extra lines added to Tier 2 P32 and lists added to EASE.	Will save input time.
Field Team	To make the MVL discrepancy information clearer	Checked information with P&BA. Added instructions which can be accessed when a discrepancy is shown.	Correct process can be followed when an MVL discrepancy is found.
Sue Richardson	Can reports be printed direct from the P32 instead of using the templates.	Reports on the P32 can now be adjusted/amended /changed as required and printed without the need to copy and paste to a template.	This will save time, stop duplication, save on memory space and make reports easier.

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2 mins

Who	Request	Action Taken	Benefit
Frank	ECF can this be formatted so we can "save a copy" the reason being we have taken out all the templates so no more copying and pasting basically anyone requesting reports will now get the P32, but if the Audit goes to a tier 2 the ECF has to be sent within 48 hrs to various stakeholders who will not want the P32 and we want to get rid of copying and pasting.	Macro introduced to both the FAA and Tier 2 ECF's to produce a copy which the audit leader then needs to save in the correct format.	This will save time and eliminate possible errors which can occur when copying and pasting to a template.

1 min

| Who	Request	Action Taken	Benefit
Sue Richardson	Best practise to be added to User Instructions – Team to CC in FTL on email when submitting to the P32 file	Instruction added to User Instructions for all P32's	FTL's can ensure all audits completed have had a file submitted
Frank	Why do we need to send the EFC to so many different people/sections? Could we have a central email contact where the report is sent?	No Action – Reports sent to Stakeholders as required. (An email group of the recipients could be set up by FSA to make this easier.) If this was passed to someone who would it be?	N/A
Julia	Can the headings of the Find a Branch database be frozen?	POL MI Feedback have agreed that this can be done. Sandra will also check, and if necessary alter, before the database is added to EASE.	Easier to find information on Find A Branch database.

1 min -Sandra

Chapter 2a – Julia

Feedback received from Chris Fayers – asking if Summary Sheet could only be completed when submitting paperwork for QAR's

This was discussed & decided that the Summary Sheet has no purpose even for QAR's, however it would still be required if Security requested paperwork within the 60 days, this has now been renamed as Security Request Summary Sheet

Benefits to Team – 1 less form to print for the majority of Audits

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Time Required 5 mins
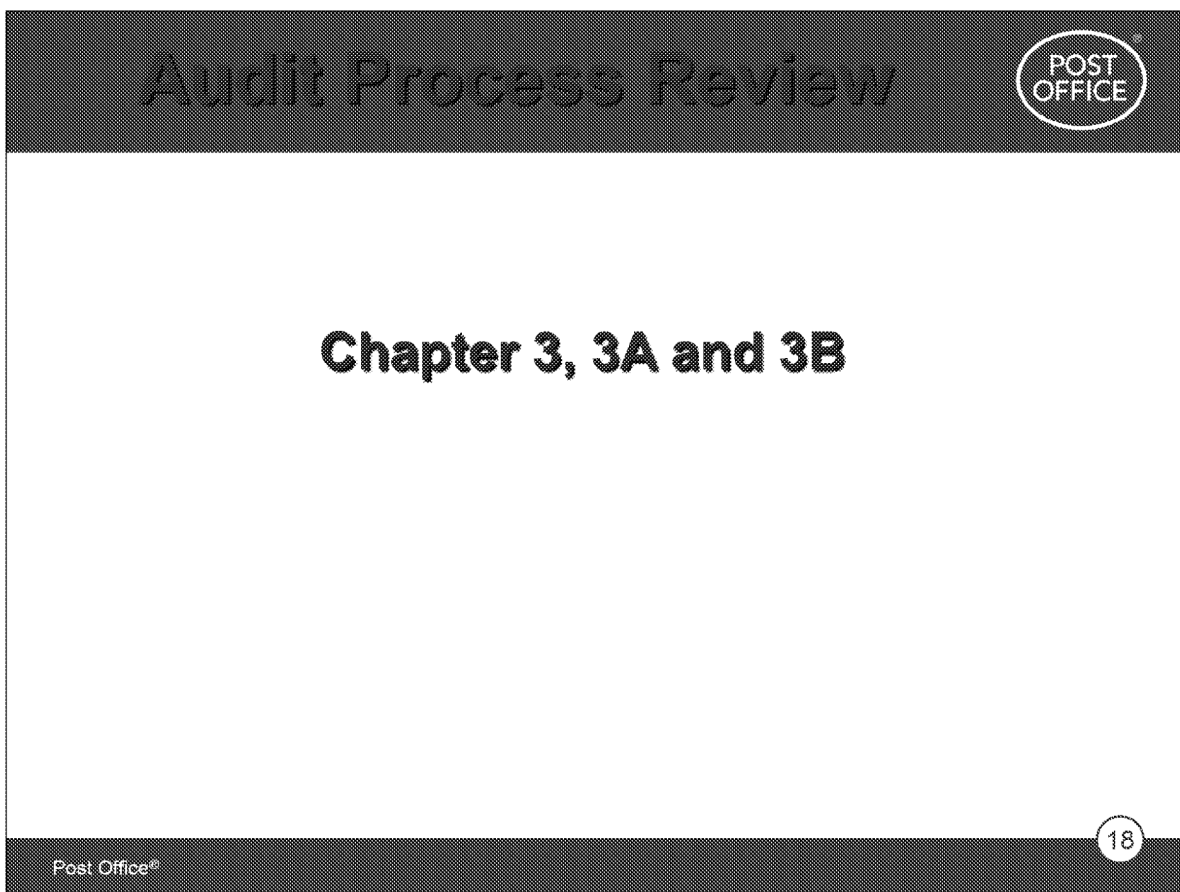
RUNNING TIME – 45 MINS
As you will see from the very first slide, as a result of feedback on the ever expanding chapter 3 "how to perform a branch audit", we have introduced a chapter 3A _____ and a chapter 3B _____.

The Stakeholders are

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Angela Van Den Bogerd – Head of Network Services

Anne Allaker – Network Co-ordination

John Breeden – National Contract Manager

John Dutton – WHS Account Manager

Product and Branch Accounting

Field Team Leaders

Field Advisors

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Go through the Stakeholders

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Chapter 3
Performing a Branch Audit-
Changes

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Action required on feedback

MVLs - request made to physically count all discs No change – resource issue; unused packs will continue to be sampled and assured

PING – request made to update chapter to incorporate PING Amendments made to cover transaction acknowledgements

Clarity for accessing HOL - Appendix G has been rewritten to provide instruction

POST & GO cash assured – add to list of non-standard transactions – reference 5.4 List updated

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MVLs – Anne Allaker
PING – Anne Allaker – see 8.3.1a & 8.3.1b (until whole network has gone to TAs)
Accessing HOL – Angela VDB – App G altered

Texting CA at outset of audit - will remain as part of process

Request to cease texting CA at outset of audit No change – no capacity in Salford and one text per person is more ideal

Record of conversation – not everyone aware of its existence Amendments made to raise the profile of the process

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Suggestion was that OFS send e-mails to CAs each morning, but this not practical
Record of Conversation – Ch 3 now refers to this in 9.3.4 – documents not now all embedded, and so should be easier to find too

P242 – request made to change layout and wording
No change – P242 not owned by our team

Cash management phone call – request made to cease No change – needs to remain to assist in reducing cash in the network. New section 8.9 introduced

Two day follow up phone call for audit report – request made to transfer this work to admin team No change – current process will remain; admin team already pursue non receipt after 3 weeks, then escalate to CA

HR records checking – request made to exclude this from audit No change – process to remain

Working papers – request to print in advance No change – only current versions to be used to adhere to external audit requirements i.e. Ernst and Young

8.6.1 Lottery – request for clarity – Amended reference to section 9 now included

9.3.2 – request for clarity in relation to contacting CA – Amendments made

9.3.4 reference - request to obtain 6 periods worth of branch training statements – Amendment made to reflect the facility to now obtain TP for previous 6 months from HOL system

8.2.4 request to reference unreconciled transfer report – Amendment made to reflect that report must be obtained at outset

Request to change meeting time prior to audit (currently 20 minutes) No change – current time of 20 mins deemed suitable

Appendix F – ATMs request made to clarify number of machines subject to audit – Amendments made

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9.3.2 reference – remove bullet point says about transactions not actioned to timescales – As TCs would have to be accepted by TP end anyway

3.7 reference - to name badges worn & ID card carried No change – name badges still to be worn

3.8 reference – change - all FTMs to have to take laptops – Changed to say lead plus one more FTM to take laptops

Appendix E – says that all PO Locals are self funded, but this is not always the case -change this – Amendments made to clarify

- **9.3.2 reference – change so that we don't need to contact CA for unexplained SURPLUS of £1000 or more?** No change – Stakeholder Requirement

- **Change so that it's not necessary to complete a P32 for a FAA if there's no cash discrepancy?** No change – Regulatory Requirement

- **Appendix D – Request that rem pouches ready for dispatch are checked at WHS audits.** – New requirement added to this Appendix

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Chapter 3A Core and Outreach
Chapter 3B Follow up Audit
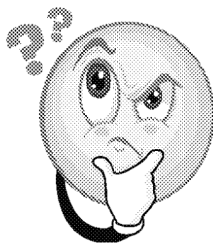
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Action required on feedback

Request to include 3A and 3B within chapter 3 No change – Chapter 3 too large to incorporate

Request to make follow up a full day activity No change – due to resource that would be required

Audit Process Manual Review Feedback

Chapter 4 - Transfers

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Time to deliver – 20 minutes

Stakeholders

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The following were identified and contacted as Stakeholders for Transfer Audits:

HR Farnworth

Network Support Admin Team

Product & Branch Accounting

Network Hub - Anne Allaker

Contracts Managers

Field Team Leaders and Field Support Advisors

Agency Recruitment

Paystation – Jane Adcock

Branch Support Team

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List of Stakeholders is at the front of the Chapter.
The Stakeholders were asked for any improvements or changes that they felt were necessary to the Chapter

Feedback Received

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There were not many areas that were identified to improve or change with the Chapter.

Feedback was received in the following areas:

Appendix B – Transfer Letter

Appendix D – Key holder Proforma

DDARS110 – Item in the Transfer Pack for Property Transferred

Appendices F & G

Attachment for Mailwork Resignation Action Matrix

P242 – Final Account

Recording evidence of what has been checked at Transfer

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Go through this in more detail on following slides

Feedback - Changes

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Appendix B, the transfer letter, is being reviewed to deal with issues that arise with transfer of Subpostmaster owned telephone lines, but the revised letter has not been received yet.

Appendix D – Key Proforma is very useful and should be kept

Additional information has been requested for the DDA ARS110 on the number and location of Paystations, and also clarification of what happens if not all the safe/alarm keys are handed over at Transfer.

Appendices F&G were asked to be removed as they are not currently in use.

Mailwork Resignation Notice – this was attached to the Chapter but is proper to the Contracts Team so this has also been removed

P242 Final Account – change Outgoing Agent to Incoming Agent signing for the keys

Cont'd

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DDARS110 – this request was forwarded to John Jenkinson to complete as we are not the owners of this item. There is some discussion as to who the actual owner is and until this is agreed the item will stand as it is currently.
Appendix F&G related to Crown Office conversions and had not been updated
Mailwork Resignation Notice – this is the process for ensuring that when a Mailwork office transfers Royal Mail are notified and can arrange mailwork training for the new agent. Not regarded as part of the Transfer process from Network team,

Feedback Changes

 Request for a record of items checked and transferred to be completed

National Contracts Managers asked for transfers to be recorded in case of issues arising following transfers to new agents.

There were discussions throughout the review of this chapter whether an actual audit should be completed at a transfer.

Instructions within the Chapter are still to oversee the transfer and act as an independent witness.

Cont'd

Changes Made

Instructions have been added to the Chapter and the Work aid for the completion of a **FAA P32** for all transfers and to complete **SharePoint**

Completion of the FAA P32 should not have any impact on the time taken to complete a Transfer Audit .

Audit Codes have been added to the FAA P32:

       5 – BAU Transfers

       10 –Transfer to Temporary Agent

       15 – Transfer to re-instated Agent

Benefit

This will provide an adequate record of the cash and high value stock transferred in the event of any issues arising following the Transfer.

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Section 4.12 in the Chapter 'Complete the P32 for an FAA audit (code 5, 10 or 15 as appropriate) using all information gathered from verifications. Complete SharePoint as usual following the transfer'.

P32 and Audit Report

It was felt that a report for the Transfer to be sent to the outgoing Agent would not be of interest to someone leaving the business and therefore not necessary.

Historically, when full audits were completed for transfers, no report was completed or sent to the outgoing agent.

The current report would not be appropriate as it does not fit the purpose of the transfer audit so would require quite a lot of altering, or a new template would have to be produced.

Altering the report or using a new template would add to the FSA's time for a transfer audit.

Additional Changes

All Appendices have been removed from the Chapter and included in a zip file, named as the appropriate Appendix letter and Title

The Chapter has a footer giving Chapter owner's name and telephone number

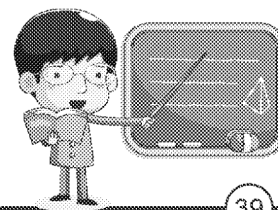Appendix F & G which related to On Site Conversions have been removed as they were not in use

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Network Field Support Team

Audit Process Review

Chapter 5 - Closure Process

SUMMARY

I worked with Sue on the Closure Process – Chapter 5.

The Stakeholders are

Outlet Field Support Team (P32 File) - Peter Millington

Regional Network Managers - Adrian Wales, Sally Buchanan, Sheila McCann, Tony X Jones, Mark Lawrence

Cash Management Support - Andrew Keighley

Head of Network Services - Angela Van Den Bogerd

Contracts Team - John Breeden & Lin Norbury

Cash Centre Manager. Appropriate to area- Vaulting cash & stock only

P&BA - Alison Bolsover

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Go through the Stakeholders

Changes requested

Change the name of the NBSC as it was incorrect It stated National Business Support Centre instead of Network Business Support Centre

The decision the Contracts adviser takes regarding defunding or not The Contracts Advisor will make the decision whether to secure the Cash and Stock or defund.

Lose WH1 as a separate icon Alterations as to how attachments are stored on EASE are being implemented

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Change the name of the NBSC as it was incorrect – It stated National Business Support Centre instead of Network Business Support Centre
The decision the Contracts adviser takes regarding defunding or not – The Contracts Advisor will make the decision whether to secure the Cash and Stock or defund.
Lose WH1 as a separate icon Alterations as to how attachments are stored on EASE are being implemented

And these changes

Remove references to Smoke and Dye packs and the PMMC and Pin This should have been removed when HOL was migrated

Add the process for the destruction of Travellers Cheques It has been added to the Work aid.

Advise Supply Chain that an office will be closed for more than 24 hours Instructions added to Section 5 – Field Team Member

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Remove references to Smoke and Dye packs and the PMMC and Pin – This should have been removed when HOL was migrated
Add the process for the destruction of Travellers Cheques – It was felt that the process on HOL Help was hard to navigate and it is a process that is not often used so advisors need to refresh. It has been added to the Work aid.
Advise Supply Chain that an office will be closed for more than 24 hours Instructions added to Section 5 – Field Team Member

POL00085658
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And these changes

Add process for POCA -It has been added to the Work aid.

Add process for National Lottery Cheques -It has been added to the Work aid.

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Add process for POCA It has been added to the Work aid.
Add process for National Lottery Cheques It has been added to the Work aid.

JOB DONE

BUT IT IS ALWAYS AN ONGOING PROCESS TO IMPROVE OUR WORK

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ANY QUESTIONS?

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Chapter 06 Robbery & Burglary (R&B)

David Patrick

R&B Process

Stakeholder

Anne Allaker

Request

Recovery process for NBSC notification to OFS & security only

Change made

None

Reason

As per current process

Stakeholder

John Breeden

Request

Losses > £1k – who decides on amount & should we not always attend

Change made

None

Reason

SPMR reports shortage amount & Serious Incident process covers attendance as required

R&B Process

Stakeholder

John Breeden

Request

Reference to PO Local contract

Change made

Reference added in process

Benefit

Clarifies attendance requirement and reporting of losses

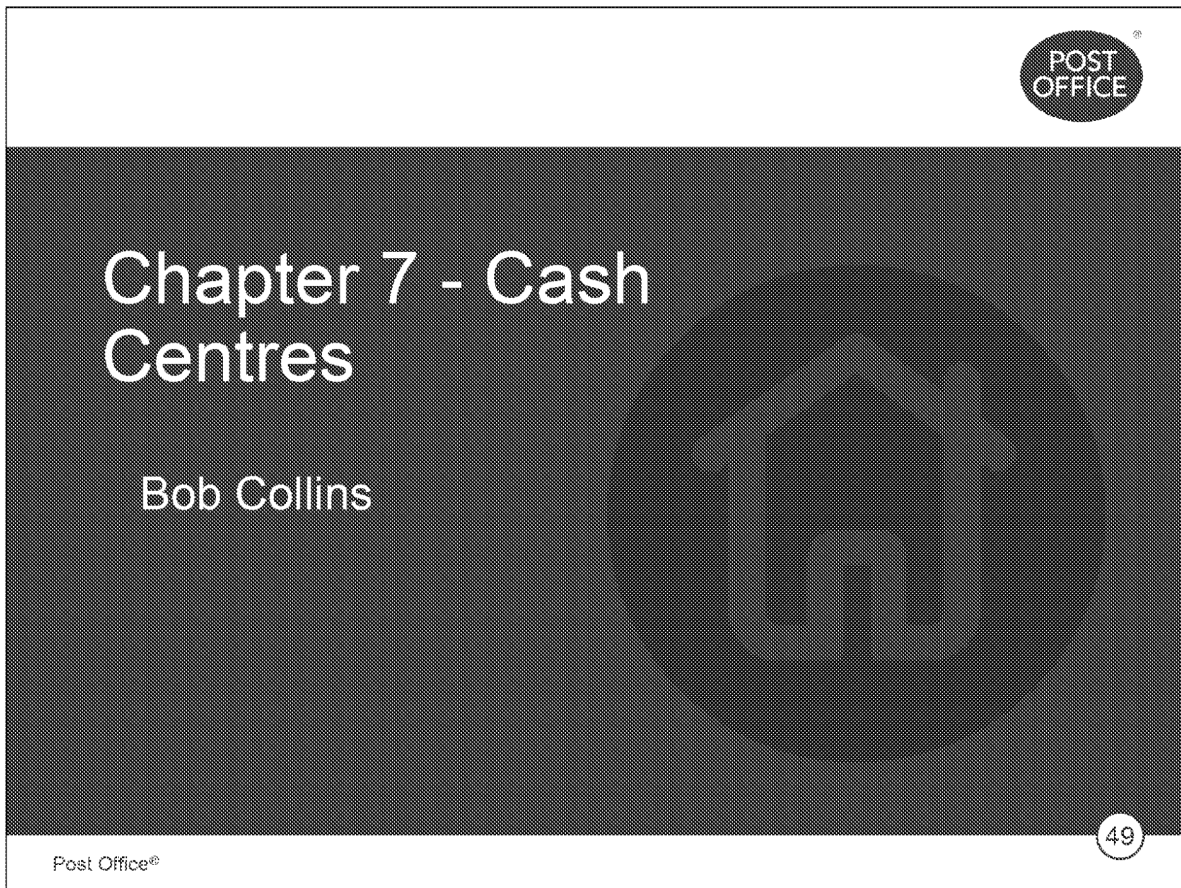**Stakeholder**

Various via Kev Orgill

Request

Change of names following restructure

Change made

Yes, 3 on work aid

Benefit

Ensures correct people are point of contact & in receipt of appropriate reports

Chapter 7 - Cash Centres

Bob Collins

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Delivery time 15 - 20 mins

Summary of Changes

Supply Team Chain

Cash Centre Managers

Process changes highlighted

Minimal changes following feedback

All changes related to the Cash Centre Control tests (CC CAT's)

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Stakeholders Name   Responsibility
Keith Rann   Head of Supply Chain POL
Sandra Murray   Operational Compliance Manager, Supply Chain
Paul Meadows   Head of Compliance, POL
Stephen A. Collins   Internal Audit & Risk Management RMG
Paul McDonald   Senior Wholesale Inventory Manager
Angela Van Den Bogerd   Head of Network Services

Process Changes

Incorporated the new finance process within Cash Centres

All changes from SAPADS to POLSAP

Introduced two tier audit reporting

Changes to working papers

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High Level

i.e. CC13, CC9, CC9a

- OPENING PROCEDURES
The meeting points will be different at each Cash Centre as agreed with Security.
Minimum three Cash Centre personnel meet away from site, not in view of centre, and by questioning determine whether the meeting location is changed periodically. The meeting points will be different at each Cash Centre as agreed with Security.

Some sites park away from the unit but in sight of the front door. Some sites will drive around the site to view the perimeter, as it is safer.
Two Cash Centre personnel must inspect the perimeter fence and windows to ensure they haven't been breached. Third person waits with mobile phone at the entrance, with a car parked at front gates to reduce threat of unauthorised access. Some sites park away from the unit but in sight of the front door.

- H&S
Depending on the risk the designated area for protective footwear will be different across the sites
Cash Centre staff to ensure Field Support Team have protective footwear before access to Banking floor by asking the Lead Auditor to verify. Protective footwear is not required in all areas at every centre- the H&S guide for the centre should be checked at each site whilst completing the Control Test for site agreement.

- SECURITY
In some sites overnight trunkers will have deposited Rems into R&D. A conscious decision is taken to leave the vaults shut all night to protect the majority of the cash.
Field Support Team to walk around Banking floor and despatch area to ensure that no items have been left unsecured overnight. In some sites overnight trunkers will have deposited Rems into R&D. A conscious decision is taken to leave the vaults shut all night to protect the majority of the cash.

In some sites route coin will be outside the vault – either because it is worked on overnight or because it means the vaults can remain closed for longer.
Confirm if any cash or pouches were left outside the vault overnight, unsecured and/or unattended. (Bronze can be left outside secure area/cage if cash holdings are high)

Site have different arrangements that do not necessarily involve codes. I.E. Automated sites have remote unsetting of the vaults.
Confirm that two personnel each hold part of the vault code and not the full code where applicable i.e. non automated sites.

We don't have vault logs in all sites. Not part of our processes.
Confirm that the Access Log has been maintained for all personnel accessing the vault. (Only applicable for Midway CC, not applicable for all other CC's).

- CHECKING SHORTAGES
The processing clerk or Manager should be given the opportunity of checking the cash themselves if a discrepancy is identify by auditor.
If significant, discuss with the Field Team Leader and agree when the Shift/Unit Manager should be made aware of the discrepancy. The processing clerk or Manager should be given the opportunity of checking the cash themselves if a discrepancy is identified by auditor.

Further Changes

Identified during review

Section 10 reduced from three pages to one question

The Cash Centre Control Tests have been used in the new format – with favourable feedback
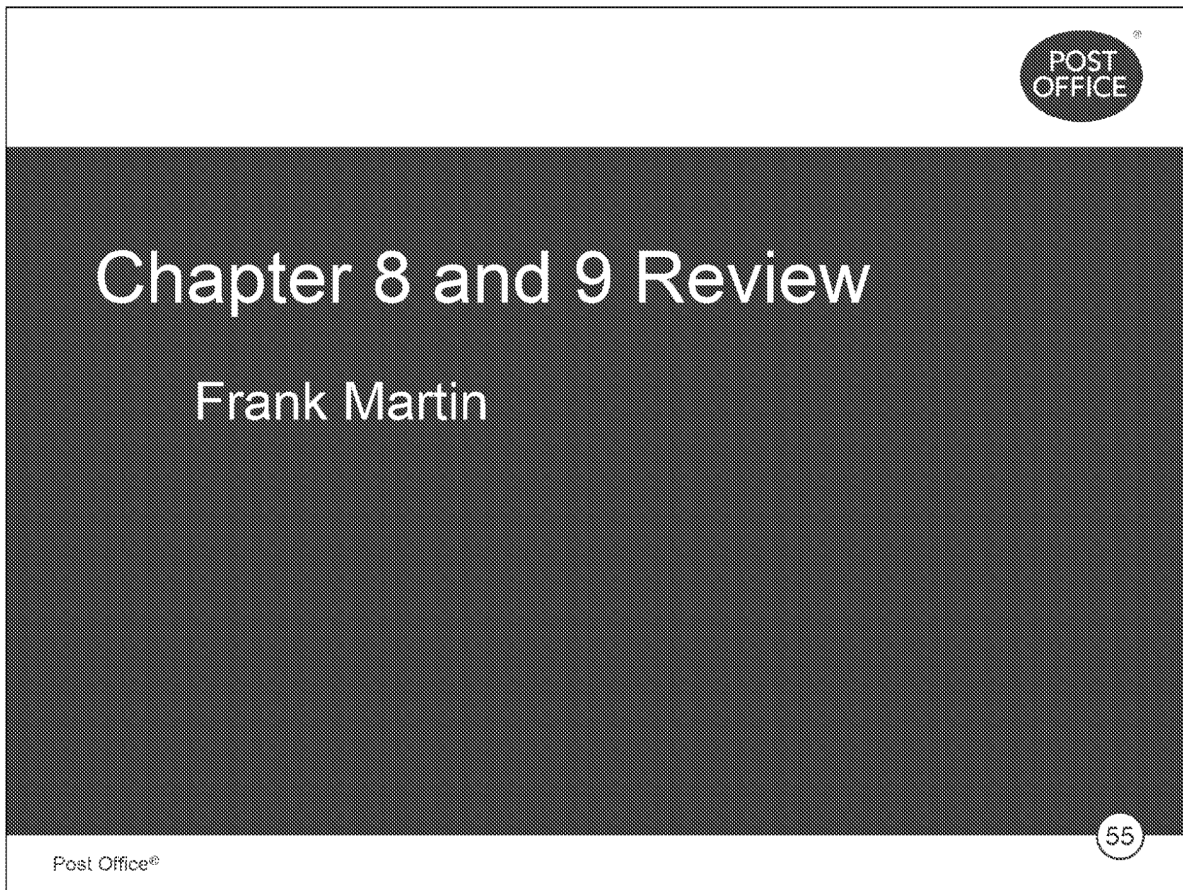
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Section 10 related to Audit process as opposed to Cash Centre process – THERFORE REMOVED

Used at Hemel Bureau – Tony Jones

And finally.......

Questions?

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Chapter 8 and 9 Review

Frank Martin

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Sue Should take about 20 minutes

Stakeholders

Chapter 8

 Everybody Named on the Matrix

Chapter 9

Everybody Named on the Matrix

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Chapter 8 Feedback and Answers

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Only received feedback from 4 people (Judy Balderson, Linda & John Breeden and unidentified)

Too much time is being wasted on copying and pasting reports on to templates. We can print a copy direct from the tool to send a hard copy to the agent. Why can we not just send the completed tool to all other relevant parties and they can print off the report if they feel it necessary and also have access to any other information they want. This would save time, ink and paper.

Look at renaming the audit reports to reflect type of branch for consistency and clarity? BEGIN WITH CODE?

Section 8.2.5 –Horizon User Report details recorded on a spreadsheet with User Names and all anomalies reported including non registered staff – This report sent to Contracts Advisor if with Appendices A & B. Add CA to matrix for audit

Chapter 9 Feedback & Answers

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Received feedback from 3 people (Shirley Hailstone, Judy Balderson, & Dave Patrick)

Retention of papers. *Recommendation: to lose the chapter but include reference to retention of papers in the appropriate chapter e.g. Quality Assurance, Performing a branch audit, Robbery & Burglary Audits, etc.* Declined on the basis we would have to add to all other chapters.

"I note on the robbery/burglary work aid that the retention period for the papers is 60 days unless there is a suspicion of negligence. Obviously there are people with much more knowledge than me but in all my years in audit up until I have always retained the papers and submitted these for retention. Could I just enquire is 60 days enough?" Yes this is the business standard based on , need, storage availability and cost .

Introduction – states that if the Security Manager has not requested paperwork, following an irregularity, then you must shred the papers after 60 days *(Investigators and Contracts Managers can request these documents after the 60 days or even just ask questions concerning the paperwork. This is a rare but can happen – there is no mention of where we can archive papers for retention).* We can't go beyond 60 days as per the standards

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Changes Made to Chapter 8

Removed all templates

Only has Three reports P32. CAT, ECF

All reports printed directly from Tool (ECF can save a copy)

Benefits

No more copying and pasting saving time and errors.

Less time spent sending reports to various people as they
will

all get the same

Should reduce the amount of changes to the matrix enabling

team to be up to date with who gets what

Chapter 9 Changes

The main changes are we have taken out the last page on how to name files and replaced it with emailing results and how to name the P32.CAT, and ECF.

How to complete reports and reminders to delete unwanted lines and use of comments box if required before printing off a hard copy.

How to name them

Benefits

As before reduces the time spent on doing all the various reports, how they should name them (everyone should now be using the same format no worries about dots, what goes first etc).

No Errors.

Summary

1. In all both chapters have been reduced significantly, the need to complete so many different templates has now been removed and this has now made it a lot user friendly for all, we don't have the issues of copying and pasting any more which should reduce the amount of errors significantly.

2. Time spent on copying and pasting and pulling all the different reports together has gone.

3. The Matrix is now user friendly with only three reports to send.

4. The guide to sending reports is a lot clearer and with only three reports the naming of reports should not be an issue anymore.

5. The ability to save a copy of the ECF should help in getting the report of in the agreed timescales.

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Health & Safety (Chapter 10)

Chapter removed from Audit Process manual – (feedback from Compliance Team)

Added to Admin page of EASE

Embedded Appendices removed and added to EASE in separate   file

All items are covered by POL Business Policies and can be accessed via Intranet.

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Chapter 11 Quality Assurance Review (QAR)

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QARs

Stakeholder	Stakeholder
Unknown?	David / Sue
Request	Request
Separate Tier 2 QAR	Clarify sample size
Change made	Change made
No	Yes
Reason	Reason
Current process requires QARs to be undertaken on all the various types of audit / current tool can accommodate	CAT working paper amended to ensure that requirement to sample size at least 50% of available staff is noted. Ensure adequate sample size to gauge level of compliance

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QARs

Stakeholders – FTLs

Request – Amend QAR tool to clarify understanding & uniformity

Change made – Numerous:

P32 – Planning box – Intervention Request details noted

    Comment boxes – Check for expanded text and line deletion i.e. £.00

CAT – Comment boxes – What to note from previous audits

               Audits > 3yrs no longer applicable

               Evidence all questions asked with a 1 or 0
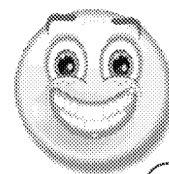
QARs

<u>Cont'd</u>

QAR tool notes – Best practice to lift files straight from database

Question amendments – reference to PTVs taken out – N/A

CAT Ques 2.1 – Refers now to check of facing sheet only

… avoids confusion with ques. 2.2 / 2.3 & 2.4!

THAT'S ALL … ONLY MINOR TWEAKS THROUGHOUT!

Feedback – Chapter 12

Feedback received from –

John Breeden - Section 1- if a code 200 Audit is cancelled at short notice due to unforeseen circumstances the Contract Advisor should be informed

Shirley Hailstones - Recommendation: Requires to be more condensed i.e. too much additional information present e.g. section on Computer Security; there are currently policies in place which cover this. Also is there any need for succession planning & exiting planning to be included within this chapter?

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Time Required 5 mins

Feedback – Chapter 12

These were discussed & decided that there is no need for the Contract Advisor information to be added and the Continuity Planning-Chapter 12 will be removed from the APM Chapters and added to EASE within the Team Admin section along with other H&S NFS Team information

Benefits to Team – A more condensed version (i.e. not duplicating existing Business policies) applicable to all NFS Team activities available on EASE with all other relevant H&S information.

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Time Required 5 mins

New Chapter 12- CAT Tool

A new chapter has been introduced for the CAT Tool and User Instructions.

- This will keep all audit tools together within Audit Process Manual.

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Sandra

Headlines

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- All chapters reviewed with the Team Leader Owners considering all stakeholder feedback
- Changes made to varying degree's in every chapter – clarification given and standards set
- All print templates removed- all reports and working papers now printable direct from the tools.
- Potential Admin time saving of 40 mins per Compliance audit i.e.. c 1100 hours
- Potential Admin time saving of xx mins per Financial audit i.e.. c xxxx hours
- Chapters 3a Core & Outreach and 3b Follow Up developed and added separately to Chapter 3
- FAA audit added to the Transfer process – but no reports will be sent to Agents
- Chapter 10 Health & Safety removed and placed elsewhere on Ease – not an audit process
- Chapter 12 Continuity Planning removed and placed elsewhere on Ease – not an audit process
- New chapter added (Chapter 12 replacement) for CAT Tools and user instructions
- New Chapter 10 under consideration to cover T&D
- All Appendices have been removed from the Chapter and included in a zip file, named as the appropriate Appendix letter and Title
- The Chapter has a footer giving Chapter owner's name and telephone number

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Next Steps

* All chapters and tools now on Ease

* Revise chapter ownership?

* Plan new calendar for BAU revision

* Deliver training to FSA's through WTLS in October

* Send report out to all stakeholders

* Return to BAU revision timetable

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Any last questions?

Safe journey home

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