

## Appendix 2

### City Police – Internal Audit Recommendations – Update as at 30<sup>th</sup> November 2016

Audit	Recommendation	Rating	Management Response	Update Comment/
Police Seized Goods (2013-14)	The Property and Records Manager should develop formal written guidance for the recording and banking of income received from the disposal of property (e.g. Seized, stolen, or lost items) via auction.	Amber	<p><b>Management Response as at July 2016:</b></p> <p>Outside of due deadline, but significant progress has now been made in addressing financial risk identified. Banking of foreign currency still to take place and new cash management SOP being finalised.</p>	The Assistant Commissioner to give a verbal update at the committee meeting.
Police Defendants' Bank Accounts (2013-14)	The Head of Finance should perform a quarterly reconciliation of the suspense account (Defendants Bank A/C).	Amber	<p><b>Management Response as at July 2016:</b></p> <p>Outside of due deadline, but Financial Resources are now available and being applied to this activity. Completion of work may slip beyond end of June 2016 due to new financial priority</p>	Outstanding reconciliations completed. Process of reconciliation of accounts on a quarterly basis is now being factored into schedule of works. Now complete.

			activities allocated.	
<b>Audit</b>	<b>Recommendation</b>	<b>Rating</b>	<b>Management Response</b>	<b>Update Comment/Information Requested</b>
Telecoms PBX Fraud (2014-15)	* See details below	Amber	Meeting held 25 <sup>th</sup> April with CoLP IT Manager. He is currently investigating status of recommendations and needs to establish whether these will form part of the IAAS programme as ICT informed the Commissioner in October 2015.	<p>Whilst IT has ensured that systems are technologically enabled, a lack of ownership to determine policy including alert levels IT should set, escalation paths from IT to business and roles to undertake monitoring and reporting issues into business is preventing final implementation.</p> <p>This finding was escalated to PMG and subsequently taken forward by the AC at Business and Support Services SMT on 01.11.16 where it was agreed that PSD should take on ownership of phones. Monitoring and auditing of usage will be the responsibility of the Force Information</p>

				Management Services.
<b>Audit</b>	<b>Recommendation</b>	<b>Rating</b>	<b>Management Response</b>	<b>Update Comment/Information Requested</b>
Gifts and Hospitality (2015-16)	Management should reinstate the regular reconciliation between the internal gifts and hospitality register and the information published on the CoLP website to ensure that the information published is as up-to-date as possible.	Amber	<p><b>Management Response:</b></p> <p>A meeting was held 3-5-16 between Strategic Development (SD), Performance Standards Division (PSD), and Information Management Services (IMS) to discuss issues revealed from the information gathering exercise, re use of database and publication of data. This was followed up by a further meeting between SD and PSD on 11-6-16. Issues are being expanded into a wider overall integrity agenda and PSD are currently preparing a proposals report for consideration.</p>	<p>All recommendations delivered. PSD have now been allocated ownership of Gifts and Hospitality. Data has been published in line with Force requirements (Chief/senior Officers as opposed to full register). However, further service improvements are being considered going forward and will be monitored via Integrity Standards Board</p>

<b>Audit</b>	<b>Recommendation</b>	<b>Rating</b>	<b>Management Response</b>	<b>Update Comment/Information Requested</b>
Supplies and Services, and Third Party Payments (2015-16)	City of London Police with Corporate Procurement should formalise a strategy for all uniform spend.	Red	<b>Management Response</b>  The force intends to outsource the supply of uniforms to a managed contract through the National (Police) Uniform managed service. Initial meetings with the supplier have been held, and options should be ready for consideration by the force in June 2016. With completion by September 2016.	Delays have been encountered following original timetable given. Meeting with National Uniform Managed Service (NUM) for preparing the force submission for evaluation was delayed by a requirement of Force (a) to complete a full stock-take to complete submission for on-boarding information required. (Completed 4-11-16); and (b) by NUM's ability to participate in process to complete and evaluate on-boarding information prior to making a Best and Final Offer Submission for the Force to consider. This

				<p>should now be received by mid December (if full documentation submitted mid November).</p> <p>Effectively this now means that evaluation and options will be presented to Committees in Jan / Feb 17 and if agreed, mobilisation will be April 17 (slipping from original date of Sept 16).</p>
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\* Telecoms PBX Fraud (2014-15)

#### Recommendation “6” Amber

- 6.1 Check the telecoms bill regularly including itemised calls, international calls and calls outside of business hours
- 6.2. Ensure monitoring is occurring in all possible areas (e.g. CoLP IT team, Daisy)
- 6.3. Ensure monitoring is followed by ‘as soon as possible’ alerts.
- 6.4. The ‘back stop’ daily reports all calls in excess of an amount (e.g. £2) that occurred during ‘out of hours’ (17:00 to 08:00, plus all day Saturday and Sunday. This is a key detection mechanism and should be in operation).
- 6.5. Formally establish the ‘alert’ procedure, for suspected fraudulent calls, provided by third parties and evaluate if this is adequate.

## Recommendation “7” Amber

Formally establish the ‘alert’ procedure, for suspected fraudulent calls, provided by third parties and evaluate if this is adequate. The Agilysis Unified Communications team comment on their CoL/Agilysis arrangements as follows, ‘we have an agreed course of action which is:

- Daisy monitor all lines for unusual call patterns and when their attention is drawn to a problem they notify the Daisy account managers who then make an attempt to contact the CoL telecoms team for a decision.
- If the account managers are not successful in making contact with the team and if the problem still persists then they will make the proactive decision to block the calls.