

City Police – Internal Audit Recommendations – Update as at 23rd February 2017

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	Management Response as at July 2016: Cash Management SOP presented to SMB on 14.12.16 where it was agreed. Banking of foreign cash deposits due to be completed in new year.	Implementation Date: 31st March 2017
Police Defendants' Bank Accounts (2013-14)	The Head of Finance should perform a quarterly reconciliation of the suspense account (Defendants Bank A/C).	Amber	Management Response as at July 2016: 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 activities allocated.	The Director of Finance has stated that she has recently been discussing with the Assistant Commissioner an increase in staffing resources in order to take on the task of defendant's bank account management. No revised implementation date provided.

Audit	Recommendation	Rating	Management Response	Update Comment/Information Requested
Telecoms PBX Fraud (2014-15)	* See details below	Amber	<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 Management Services.</p>	<p>Now that ownership has been agreed a realistic implementation date is being negotiated between the Head of PSD and Information Management Director to agree delivery of recommendations.</p> <p>No revised implementation date provided.</p>

Audit	Recommendation	Rating	Management Response	Update Comment/Information Requested
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	<p>Management Response</p> <p>Jan 17</p> <ul style="list-style-type: none"> <input type="checkbox"/> DHL (the national provider for police uniform throughout the UK) are still evaluating the CoLP info sent in December. <input type="checkbox"/> Procurement are negotiating various elements of the supply contacts direct with DHL. <input type="checkbox"/> CoL Legal are clarifying various clauses within the MET's contract that CoLP will have to agree. This is becoming a lengthy process with an expected conclusion of Feb 17. <input type="checkbox"/> Contractual offer from DHL not confirmed but now assumed at Feb/March 17 (from Jan). <input type="checkbox"/> Alternative Committee sign off is now likely due to purdah period. <input type="checkbox"/> Go live / mobilisation now estimated at May 17 (from April 17). <p>Final delivery dependant</p>	<p>Owing to delays in the procurement process and legal issues this is now delayed to May, with alternative approval by Committee required owing to purdah period.</p> <p>Implementation Date: 31st May 2017</p>

			on completion of legal and procurement work so best estimate of revised completion now given.	
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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.