

Annex E Audit Plan 2009/2010

Audit	Scope	Qtr	Client	Manager
Parking Services				
Parking Enforcement	<p>High Level Review Follow up of previous audit in 2007/08, test key controls and full review of any changes. To include review of the current enforcement contract with NCP, monitoring of performance including ticket issuance rate and income projections. To review recovery of outstanding PCN and escalation to court proceedings.</p>	3/4	Graeme Swinburne (Director of Transportation and Highways)	Kevin Hayes (Head of Parking Services)
Parking Residents Permits	<p>High Level Review Follow up of previous audit in 2007/08, test key controls and full review of any changes. To include review of stock control over permits, reconciliation against end of day income reports, eligibility of applicants who have been issued with resident parking permits, and any planned system developments</p>	3	Steven Evans (Head Of Customer Services and Revenues)	Ray Brown (Customer Services Manager)

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	such as online renewal of permits.			
Parking Suspensions	Full Review Full review of systems including transfer of services to Customer Services whilst back office function retained by Parking Services (Marya Lee), monitoring income levels, review charging policy, efficiency in dealing with suspension requests and interface with OneWorld	2	Graeme Swinburne (Director of Transportation and Highways)	Kevin Hayes (Head of Parking Services)
Pay and Display	High Level Review Follow up of previous audit 2008/09, test key controls and full review of any changes.	4	Graeme Swinburne (Director of Transportation and Highways)	Kevin Hayes (Head of Parking Services)
Off Street Parking	Full Review Full review of key controls, system for collection and reconciliation of income.	2	Graeme Swinburne (Director of Transportation and Highways)	Kevin Hayes (Head of Parking Services)

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Highways and Transportation				
Footways Maintenance	High Level Review Review of new contract for footways maintenance, compliance with Council regulations and transparency of tendering process. Review adequacy of monitoring arrangements and contractor performance.	2	Graeme Swinburne (Director of Transportation and Highways)	Tony Putt (Head of Highways and Transportation)
Traffic Management and Related Professional Services Contract	Full Review Review of tender for professional service contract. Project Centre contract expires July 2009 and services being re-tendered. Review transparency of contract award process and compliance with Council and EU regulations for contract valued in excess of £2m.	4	Graeme Swinburne (Director of Transportation and Highways)	Mahmood Siddiqi (Head of Traffic and Transportation Policy)
Bridge Maintenance	High Level review Full review of system including	Contingency	Graeme Swinburne	Tony Putt (Head of Highways and

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	renewal of bridge maintenance contract, arrangements for monitoring contract, service delivery and compliance with health and safety regulations. To include TFL element		(Director of Transportation and Highways)	Transportation)
Street Lighting	High Level Review Review of street works for replacement and maintenance street lighting. New contract in place for 2009/10. Review controls of maintenance, servicing and cost of works.	Contingency	Graeme Swinburne (Director of Transportation and Highways)	Tony Putt (Head of Highways and Transportation)

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Waste Management and Leisure Services					
Commercial Waste System		Full System Review System application audit looking at introduction of new commercial waste information system which also has functionality to interface with OneWorld. Also include income generation and review of charging policy.	1/2	Director of Waste Management and Leisure(Vacant)	Peter Ramage (Head of Waste Management and Leisure Services)
Waste Collection Contract with SITA		Full System Review Review of contract and systems including monitoring contractor performance, waste tonnage levels, defaults and quality of service delivery	1	Director of Waste Management and Leisure(Vacant)	Peter Ramage (Head of Waste Management and Leisure Services)
Parks Police		Specific Review High level review of service operation, staff management, deployment and control over income collection	Contingency	Director of Waste Management and Leisure(Vacant)	Peter Ramage (Head of Waste Management and Leisure Services)

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Cross Cutting Exercise				
Climate Change Strategy Programme	Specific Review Review of the implementation of the Climate Change Strategy. Includes compliance with corporate regulations, legislation and best practice. Also look at change management programme and use of Managing Successful Programs framework.	3/4	Tot Brill (Executive Director Transport Environment and Leisure Services)	Neil Herbert Head of Licensing and Business