

Appendix One

| Planned activity | Planned days | Actual days | Status |
|--|--------------|-------------|---------------------------------------|
| 1. Core Financial Systems – Fundamental assurance | | | |
| ▪ General Ledger | 8 | 8 | Draft Report |
| ▪ Debtors | 8 | 8 | Draft Report |
| ▪ Creditor Payments | 10 | 10 | Draft Report |
| ▪ Payroll | 10 | 9 | Fieldwork completed |
| ▪ Budgetary Control | 8 | 7 | Fieldwork completed |
| ▪ Council Tax | 8 | 8 | Draft Report |
| ▪ Non Domestic Rates (NDR) | 6 | 6 | Final Report |
| ▪ Bank Reconciliations | 10 | 9 | Fieldwork completed |
| ▪ Cashiers | 8 | 8 | Controls work performed |
| ▪ Treasury Management | 8 | 8 | Draft Report |
| ▪ Housing Benefits | 10 | 1 | Audit commencing 12 January 2010 |
| ▪ Fixed Assets | 6 | 1 | Audit commencing 11 January 2010 |
| ▪ Housing Rents | 8 | 8 | Draft Report |
| ▪ Miscellaneous Income | 5 | 2 | Controls work performed |
| ▪ IFRS Healthcheck | 5 | 0 | Quarter 4 (See Audit Commission work) |
| ▪ PAYE | 10 | 9 | Fieldwork completed |

| Planned activity | Planned days | Actual days | Status |
|---|--------------|-------------|--------------------------------|
| 2. Operational system reviews – risk based assurance | | | |
| ▪ Legal Services | 10 | 10 | Draft Report |
| ▪ Human Resources | 15 | 1 | Scope being agreed Q4 |
| ▪ Grounds Maintenance | 10 | 10 | Draft Report |
| ▪ Contract Audit | 10 | 0 | Quarter 4 |
| ▪ Partnerships | 10 | 9 | Fieldwork completed |
| ▪ Citizen Engagement (Including Housing Tenants) | 8 | 0 | Quarter 4 |
| ▪ ICT audit | 20 | 1 | Quarter 4 (scope being agreed) |
| ▪ Home Renovation Grants | 10 | 10 | Final Report |
| ▪ Health and Safety | 8 | 8 | Final Report |
| ▪ Closedown reports | 10 | 0 | Quarter 4 |

| Planned activity | Planned days | Actual days | Status |
|--|--------------|-------------|--|
| 3. Strategic – performance assurance | | | |
| ▪ Risk management & Business Continuity Arrangements | 15 | 15 | Draft Report |
| ▪ Governance – management information | 10 | 0 | Quarter 4 |
| ▪ Performance management and improvement delivery | 10 | 0 | (work deferred at request of management) |
| ▪ Anti fraud and corruption | 15 | 0 | Quarter 4 (scope being agreed) |

| Planned activity | Planned days | Actual days | Status |
|---|--------------|-------------|--|
| 4. Other | | | |
| ▪ Specific follow up reviews: | 5 | 5 | |
| ➤ Freedom of Information & Data Protection | | | Draft Report |
| ➤ VAT | | | Draft Report |
| ▪ General follow up | 10 | 12 | TeamCentral training maintenance and follow up |
| ▪ NFI | 12 | 15 | Data matches being investigated |
| ▪ Audit Management | 18 | 15 | |
| Total | 334 | 213 | |
| Plus additional work (see table below) | | 10 | |
| Outturn | | 223 | |

| Additional Work | Planned days | Actual days | Status |
|--|--------------|-------------|--------------|
| 5. Further work undertaken at request of Management <ul style="list-style-type: none"> ▪ Cash Collection | 10 | 10 | Draft Report |

Appendix Two





| Assignment | Critical | High | Medium | Low | Total | Overall assurance rating | Direction of travel |
|--|----------|------|--------|-----|-------|---|-------------------------|
| 09_10 NBC 01 NDR | 0 | 0 | 3 | 7 | 10 | Moderate | ↓ |
| 09_10 NBC 02 Home Renovation and Disabled Facilities Grants | 0 | 1 | 6 | 4 | 11 | Moderate | N/a |
| 09_10 NBC 03 Health & Safety | 0 | 0 | 1 | 2 | 3 | Moderate (with improvement) | ↑ |
| *09_10 NBC 04 Grounds Maintenance | 0 | 3 | 4 | 0 | 7 | No Assurance | N/a |
| *09_10 NBC 05 Freedom of Information and Data Protection Follow up | 0 | 0 | 0 | 8 | 8 | N/a | N/a |
| *09_10 NBC 06 VAT Follow up | 0 | 0 | 1 | 0 | 1 | N/a | N/a |
| *09_10 NBC 07 Legal Services | 0 | 1 | 3 | 1 | 5 | Moderate | N/a |
| *09_10 NBC 09 Risk Management & Business Continuity | 0 | 0 | 7 | 7 | 14 | Moderate | N/a |
| *09_10 NBC 10 General Ledger | 0 | 0 | 6 | 5 | 11 | Limited | ↔ |
| *09_10 NBC 11 Cash Collection | 0 | 0 | 8 | 2 | 10 | Moderate | N/a |
| *09_10 NBC 12 Debtors | 0 | 5 | 6 | 3 | 14 | No Assurance | ↑ (limited improvement) |
| *09_10 NBC 13 Creditors | 0 | 0 | 10 | 2 | 12 | Agresso – Moderate Uniclass – No Assurance | ↔ |
| *09_10 NBC 14 Housing Rents | 0 | 0 | 5 | 7 | 12 | Moderate | ↑ |

| | | | | | | | |
|-----------------------------------|----------|-----------|-----------|-----------|------------|----------|---|
| *09_10 NBC 15 Treasury Management | 0 | 0 | 0 | 0 | 0 | High | ↑ |
| *09_10 NBC 17 Council Tax | 0 | 0 | 5 | 2 | 7 | Moderate | ↔ |
| | | | | | | | |
| Total | 0 | 10 | 65 | 50 | 125 | | |

(* denotes that report has been issued in draft and as such findings and assurance rating yet to be finalised.)

Our assessment criteria are shown below:

Each of the issues identified has been categorised according to risk as follows:

| Risk rating | Assessment rationale |
|---|--|
|  Critical | Control weakness that could have a significant impact upon, not only the system, function or process objectives but also the achievement of the Authority's objectives in relation to: <ul style="list-style-type: none"> • the efficient and effective use of resources • the safeguarding of assets • the preparation of reliable financial and operational information • compliance with laws and regulations. |
|  High | Control weakness that has or is likely to have a significant impact upon the achievement of key system, function or process objectives. This weakness, whilst high impact for the system, function or process does not have a significant impact on the achievement of the overall organisation objectives. |
|  Medium | Control weakness that: <ul style="list-style-type: none"> • has a low impact on the achievement of the key system, function or process objectives; • has exposed the system, function or process to a key risk, however the likelihood of this risk occurring is low. |
|  Low | Control weakness that does not impact upon the achievement of key system, function or process objectives; however implementation of the recommendation would improve overall control. |

Overall assurance rating:

| Level of assurance | Description |
|---------------------------|---|
| High | Our work found some low impact control weaknesses which, if addressed would improve overall control. However, these weaknesses do not affect key controls and are unlikely to impair the achievement of the objectives of the system. Therefore we can conclude that the key controls have been adequately designed and are operating effectively to deliver the objectives of the system, function or process. |
| Moderate | There are some weaknesses in the design and/or operation of controls which could impair the achievement of the objectives of the system, function or process. However, either their impact would be less than high or they would be unlikely to occur. |
| No | There are weaknesses in the design and/or operation of controls which [in aggregate] have a significant impact on the achievement of key system, function or process objectives and may put at risk the achievement of organisation objectives. |

Appendix Three

TEAMCENTRAL December 2009

| Year | Number of recommendations made | Implemented / Closed | Outstanding |
|---------|--------------------------------|----------------------|------------------------|
| 2008/09 | 284 | 202 | 82 (17 not yet due) |
| 2009/10 | 22 | 22 | 0 |

The table below shows the position as at 17 December 2009.

Note:

- Only finalised reports are being tracked through TeamCentral

| Review and number of recommendations still pending as at 17 December 2009 | High Risk & Outstanding | Outstanding & overdue | Not yet due | Imp. Awaiting verification | Closed |
|--|------------------------------------|----------------------------------|--------------------|-----------------------------------|---------------|
| Project : 08_09 NBC 01 - Cashiers (19) | - | - | - | - | 19 |
| Project : 08_09 NBC 02 - Freedom of Information & Data Protection (15) | 1 | 9 | - | 6 | - |
| Project : 08_09 NBC 03 – Expenses (11) | - | 4 | 1 | 5 | 1 |
| Project : 08_09 NBC 04 - Environmental Health (6) | - | 1 | - | 5 | - |
| Project : 08_09 NBC 05 - NNDR (6) | - | - | - | - | 6 |
| Project : 08_09 NBC 06 – Call Out Arrangements (10) | 2 | 2 | 5 | 3 | - |
| Project : 08_09 NBC 07 – Treasury Management (8) | - | - | - | 8 | - |
| Project : 08_09 NBC 08 - Housing Rents (14) | 2 | 8 | - | 1 | 5 |
| Project : 08_09 NBC 09 - Council Tax (6) | - | - | - | 6 | - |
| Project : 08_09 NBC 10 – Payroll (22) | - | 3 | 3 | 12 | 4 |
| Project : 08_09 NBC 11 - Car Parking Income (15) | 1 | 3 | - | 11 | 1 |
| Project : 08_09 NBC 12 - Fixed Assets (12) | - | 4 | 1 | 2 | 5 |
| Project : 08_09 NBC 13 - Creditors (16) | - | 9 | 0 | 7 | - |
| Project : 08_09 NBC 14 - Debtors (18) | 1 | 2 | - | 12 | 4 |
| Project : 08_09 NBC 15 - General Ledger (11) | - | 1 | - | 8 | 2 |
| Project : 08_09 NBC 16 - Budgetary Control (4) | - | - | 1 | 2 | 1 |
| Project : 08_09 NBC 17 - Fuel Management (11) | 1 | 8 | - | 2 | 1 |
| Project : 08_09 NBC 18 - Housing Management - Temporary Accommodation (11) | - | - | - | - | 11 |
| Project : 08_09 NBC 19 - Leisure Centre Income (17) | - | 4 | - | 9 | 4 |
| Project : 08_09 NBC 20 - Petty Cash (10) | 1 | 1 | 5 | 2 | 2 |
| Project : 08_09 NBC 21 - Concessionary Fares (6) | - | - | - | 6 | - |
| Project : 08_09 NBC 22 - VFM/Procurement (11) | - | 4 | - | 7 | - |
| Project : 08_09 NBC 23 - VAT (5) | - | 1 | - | 4 | - |

| Review and number of recommendations still pending as at 17 December 2009 | High Risk & Outstanding | Outstanding & overdue | Not yet due | Imp. Awaiting verification | Closed |
|--|------------------------------------|----------------------------------|--------------------|-----------------------------------|---------------|
| Project : 08_09 NBC 24 – Agresso 5.5 Post Implementation Review (8) | 1 | 1 | 1 | 5 | 1 |
| Project : 08_09 NBC 24a – Housing Benefits (8) | - | - | - | 8 | - |
| Project : 08_09 NBC 25 – Regeneration and LDS (4) | - | - | - | 2 | 2 |
| Project : 09_10 NBC 01 - NNDR (10) | - | - | - | 9 | 1 |
| Project : 09_10 NBC 02 - Home Renovations and Disabled Facilities Grants (9) | - | - | - | 2 | 7 |
| Project : 09_10 NBC 03 - Health and Safety (3) | - | - | - | 2 | 1 |

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