

DEPARTMENT	AUDIT REVIEW	FINAL REPORT ISSUED
Corporate Services	Cash & Bank	12th January 2023

BACKGROUND

The Cash Receipting system handles income paid in at the Authority’s cash desks and processes all income centrally as a means of updating the Authority’s financial systems. The Authority operates three Cash Desks which are based at Carmarthen, Llanelli, and Ammanford.

For the year April 2021 to March 2022, the Authority’s Cash Desks processed 396,400 transactions to a net income value of £1.632 billion.

SCOPE

A review was undertaken of the procedures relating to the Cash Receipting system ensuring that income is secure, banked promptly and completely and accurately recorded. To ensure that the Cash Receipting system is adequately controlled and complies with Financial Procedure Rules.

SUMMARY OF RECOMMENDATIONS

The audit findings and recommendations are detailed in the attached Action Plan.

A summary of these recommendations by priority is outlined below:

Priority	3*	2*	1*	Total
Number of Recommendations	0	3	0	3

ASSURANCE RATING

The post review assurance level for systems relating to Cash & Bank is categorised as: **ACCEPTABLE.**

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Action Plan

Ref	Summary of Issue Identified	Recommendation	Priority Level	Planned Action Responsible Officer / Target Date	Updated Position
1	<p>The Guidance Notes to Cashiers document requires updating, to reflect changes to arrangements.</p> <p>Not all relevant processes are adequately covered by the current documented procedures, namely:</p> <ul style="list-style-type: none"> - Restricting access to security codes, keys, and entry fobs (including spares). - The process for clearing unidentified remittances from the suspense account. - Responsibility for unmatched e-returns. - Maximum cash holding limits. 	Current procedure guidance should be reviewed and updated to ensure current processes are accurately reflected.	**	<p>Guidance procedure has been updated.</p> <p>Revised guidance has been circulated to staff.</p> <p>Revised guidance has been submitted to the Internal Audit team.</p> <p>Team Leader Cashiers. Complete.</p>	Complete.
2	Security Arrangements: A spare key fob for a drawer, held by Customer Services staff, could not be located upon request; the key fob was later found.	Arrangements should be reviewed, with appropriate measures taken to ensure security of staff and cash. Security arrangements should be periodically assessed.	**	<p>Security arrangements have been reviewed, with a revised security measure now put in place in relation to the spare fob.</p> <p>Periodic security checks will be undertaken at the point of each unannounced cash up.</p> <p>Team Leader Cashiers. Complete.</p>	Complete.
3	Financial Procedure Rules (FPR) 4.4 states that "Managers responsible for	Unannounced cash ups should be undertaken quarterly, with evidence	**	Cash ups are undertaken at the end of each day and checked by the	In line with Financial Procedure rules, quarterly unannounced cash-ups will

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	<p>the supervision of staff who operate cash tills are required to carry out periodic unannounced cash ups of the tills concerned. At least one cash up should be performed on each operator in each financial year. Due to the higher volume and value of transactions, main cash offices should be subject to more frequent and random, unannounced cash-ups at least quarterly".</p> <p>Currently, unannounced cash ups are conducted annually.</p>	<p>retained to confirm details, in compliance with the Financial Procedure Rules.</p>		<p>supervisor, so any discrepancies are immediately identified. Unannounced cash ups will be undertaken quarterly.</p> <p>Team Leader Cashiers. 31st March 2023.</p>	<p>be undertaken as required, with each cashier being subject to an unannounced cash up by the end of the last quarter of 22/23.</p> <p>In addition to this control, all cashiers undertake a cash-up at the end of each day, with their cash and cash-up reports checked daily by a supervisor.</p>