

1) **COMPLETED AUDITS**

Directorate/Service	Audit Title	Date Audit finalised	Overall Opinion
Resources			
Strategic Support	Corporate Complaints	22/05/2013	Satisfactory
Human Resources	Recruitment	22/05/2013	Satisfactory
Finance	Treasury Management	31/07/2013	Well Controlled
Finance	General ledger	25/09/2013	Very Well Controlled
Finance	Insurance	13/06/2013	Satisfactory
Customer Services	Accounts Receivable	03/06/2013	Well Controlled
Customer Services	Housing Benefits	07/06/2013	Very Well Controlled
Customer Services	NNDR	31/07/2013	Well Controlled
Customer Services	Council Tax	07/08/2013	Well Controlled
Communities			
Environment			

NOTE

The overall opinion is derived from the number/significance of recommendations together with using professional judgement. The Auditor's judgement takes into account the depth of coverage of the review (which could result in more issues being identified) together with the size/complexity of the system being reviewed.

2) **COMPLETED ADVISORY REVIEWS**

Directorate/Service	Review Title	Date Review completed
None undertaken during this period		

3) **COMPLETED FOLLOW-UPS**

<u>Directorate/ Service</u>	<u>Audit Title</u>	<u>Date follow up finalised</u>	<u>Overall Opinion of Report</u>	<u>Opinion – Implementation progress</u>
Resources				
Legal Services	Legal Services	26/09/2013	Satisfactory	Satisfactory
Customer Services	NNDR	31/07/2013	Well Controlled	Satisfactory
Customer Services	Council Tax	07/08/2013	Well Controlled	Satisfactory
Customer Services	Housing Benefits	07/06/2013	Very well Controlled	Satisfactory
Strategic Support	Management of the Council's Website Content and Utilisation	05/07/2013	Satisfactory	Satisfactory
Finance	General Ledger	25/09/2013	Very Well Controlled	Satisfactory
ICT/Education	Facilities Management	24/09/2013	Satisfactory	Satisfactory
Communities				
Environment				