

FOLLOW UP ON RECOMMENDATIONS ARISING FROM CAR PARKS AUDIT 2011-2012

No.	Recommendation	Comments
3.2	That procedures/manual guidance is put in place	Since the audit was undertaken, procedure notes have been produced for aspects of the Car Parking Service. These have been tested, using a work experience individual and the Assistant Parking Manager is comfortable that they are adequate for the Service.
3.4	That a customer survey is carried out	The Parking Services Manager and Assistant Parking Manager informed Internal Audit that two surveys have been undertaken, the first with regards Pay on Foot at the Avenue De Chartres and Westgate Leisure Centre car parks. The results of which were presented to Cabinet in March along with the PID for the way forward. The second was a general Car Park Survey which closed on 1 May. The results have been received and these are being used to support the Service in moving forward.
3.6	Pay & Display banking is checked against pay & display audit tickets and recorded	Parking Services Manager and Assistant Parking Manager informed Internal Audit that this is being undertaken. Testing has found this to be correct. It is undertaken by the Notice Processing Assistant; however they are not including the audit ticket number to ensure that these run consecutively. Assistant Parking Manager has been informed.
3.7/3.8	That the service reconcile and monitor all their income	Internal Audit was informed that this is still being undertaken. Since undertaking this task they have found issues with some areas in undertaking the reconciliations. The Assistant Parking Manager is trying to resolve these issues with the Lead Cashier, Assistant Accountant and IT Applications Manager.
3.9/3.13/3.14	That the requirements in the WSCC agreement are complied with	At a meeting held with WSCC on 12 th June 2013 it was agreed that CDC provide WSCC with an annual report for the financial year 2012-2013 (minutes are not typed up but recorded in Assistant Parking Manager's file). The new Parking Services Manager is currently working the report. The Parking Services Manager has informed Internal Audit that the previous Manager would ask ICES to produce

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		the reports that would make up the information, this costs money and as a result is trying to extract the information herself. Once the report is completed subsequent Performance Management Reports are to be completed monthly and will be used as a Management Tool by the Service.
3.10/3.11	Controls are put in place for the raising of payment vouchers	Testing found that segregations are now in place.
3.12/3.15	That the service is proactive in recovering their current and any future debt	Since January 2013 the Service have been clearing their debts and ensuring payment within the council prescribed timescales. They have had delays in receiving payment from WSCC due to purchase order numbers but are chasing the payment.
3.16	Refund and waived ticket reports are provided at the monthly meetings	At the time of the audit the previous Parking Services Manager was required to give this information to the Assistant Director Economy as no data was supplied. Internal Audit was informed that this information is included within the Monthly Performance Management Reports which are discussed at the liaison meetings with WSCC and attended by the Assistant Director for Economy.
3.21	That staff training records is updated on Trent	The Assistant Parking Manager is responsible for ensuring that the training records for the Admin Team are updated, testing showed that this has happened. The Civil Enforcement Officers (CEO) training records is updated by the Senior Officers/Supervisor; these have not been updated for external training for example CPE qualification. This is going to be raised by the Parking Services Manager to the relevant CEOs.