

DEPARTMENT Communities	AUDIT REVIEW Ski Centre	AUDIT REF 6118014
<p>BACKGROUND</p> <p>Carmarthenshire County Council provides a wide range of countryside recreation facilities including Pembrey Country Park and the Ski Centre. These facilities generate significant levels of income, from a range of activities, to the Authority.</p> <p>Pembrey Country Park is one of the most visited outdoor attractions in Wales. Integral to the success of the Country Park is the Ski Centre, which includes the ski slope, the toboggan run, a bicycle hire point and a café.</p> <p>SCOPE</p> <p>A review of the Ski Centre was undertaken on the systems and procedures in operation to assess the extent to which:</p> <ul style="list-style-type: none"> ➤ Recommendations agreed in the previous Internal Audit report have been fully actioned; ➤ Income due has been collected in full, promptly banked and is accurately accounted for in accordance with the requirements of Financial Procedure Rules; ➤ Adequate arrangements exist for the procurement of goods and services; ➤ Adequate arrangements exist for the safeguarding of the Authority's assets; ➤ Sale of shop stock is complete / in hand; ➤ All relevant staff have been subject to a Disclosure and Barring check; ➤ Staff rotas tally to submitted timesheets. <p>SUMMARY OF RESULTS</p> <p>The 2018/19 review of the Ski Centre resulted in a LOW assurance rating.</p> <p>The audit of the Ski Centre was undertaken during March 2019, with the management of the function having only recently been transferred to the Countryside Recreation Division, on 1st February 2019.</p> <p>Discussions with management at the time of the audit, identified that new management arrangements are being introduced at the Ski Centre, to bring processes and procedures in line with those operating at Pembrey Country Park. It is acknowledged that at the time of the review, these new arrangements had not been fully introduced and implemented.</p> <p>The review identified a number of areas, where improvements are required, relating in the main to:</p> <ul style="list-style-type: none"> • Control over till access, income recording and reconciliation, and cash holding; • Document retention to evidence procurement decisions. <p>The issues identified during the review are detailed in the table on the following page.</p>		

	Summary of Issues	Rating	Agreed Actions/Comments
1	1 employee does not have a Disclosure and Barring Service (DBS) check which their post requires.	**	The DBS in question has now been completed and processed.
2	As identified in the 2017/18 audit, there is inadequate segregation of duties and control over till access. Additionally, only 4 till operators have had unannounced cash ups since April 2018.	**	New Till system was installed in the Park on 15th June 2019 therefore each operator will now have a swipe card to access till. There is a plan in place to undertake cash ups of all the team by Managers
3	20 income transactions were selected for review. The following issues were identified: <ul style="list-style-type: none"> • 2 instances where Income Reconciliation Forms (IRF) not completed; • 12 refunds identified, but only 1 detailed on the back of the IRF (refunds appear to be mainly return of golf deposits and till under/over adjustments); • 4 instances of overs/unders exceeding £2, but only 1 was detailed on the back of the IRF; • Only 1 Z-reading was filed; • 1 error identified on the Daily Income form; • 4 Weekly Income Forms not properly completed; • 2 Float in/out forms not completed; • 1 error on the Income recording (safe in/out form). 	**	Training will be provided to all staff on site. There will also be a review of all financial procedures in line with Pembrey Country Park's procedures.
4	Whilst cash collection is usually undertaken on a suitably frequent basis, testing identified two occasions where three weeks' cash was collected together. Internal Audit also noted that weekly takings during August 2018 exceeded the insurance threshold value.	**	New safe and income collection arrangements have been introduced to address these issues.
5	There is inadequate evidence of the procurement decision making process, when approved suppliers have not been used.	*	Procurement spreadsheet has been set up similar to the document within the Country Park procedures, which will rectify this issue in future.
6	At the time of the audit, no invoice had been raised in respect of a booking for Ski Slope hire in August 2018, which had a net value of £1,200. Adequate income monitoring would have identified this omission.	**	The Booking system has been reviewed and diary markers put in place for raising of invoicing within the set time frame.

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	Of the remaining 9 credit invoices selected for testing, only 3 were invoiced within 10 days of incurring the debt, as per the requirement of Financial Procedure Rules.		
7	Rates charged for Adaptive Club and Slope Hire are not included in the Charging Digest. (The Adaptive Club rate is pre entered onto the system by the Central Admin Team, and cannot be amended by Centre staff). No evidence has been provided to confirm authorisation of these additional rates.	*	The Charging Digest is being updated to include this, with an SLA also being set up to confirm partnership working arrangements.
8	Minor discrepancies were identified during verification of the inventory of assets for hire. Internal Audit were advised these were due to human error.	*	Training and checking of asset list being reviewed and will be implemented.