



Information Security Checks 2014/15
City of York Council
Internal Audit Report

Service Area: Corporate and Cross-Cutting
Responsible Officer: Director – Customer and Business Support Services
Date Issued: 16 December 2014
Reference: 10260/011
Status: Final

Annex 2, along with the proposed follow up action to be taken by internal audit where service areas have not identified what action they will take.

- 4.3 The next round of visits will take place shortly and where weaknesses are recurring internal audit will seek to agree actions and may escalate issues to CIGG if services do not identify appropriate action.

Detailed Findings

Hazel Court		
Issue / Item Identified	Directorate	Service area¹
XX	CBSS	Facilities Management
XX	CANS / CES	Housing and Community Services / Highways
XX	CANS	Building Services
XX	CANS	Building Services
XX	CANS	Building Services
XX	CANS	Building Services
XX	CANS	Neighbourhood Pride
XX	CANS	Public Protection
XX	CANS	Public Protection
XX	CANS	Public Protection
XX	CES	Highways
XX	CES	Highways

¹ The service area has been deduced as far as possible from the available floor plan for Hazel Court and the nature of the items found. Individual service managers will be sent details of specific cupboard numbers, desks and location descriptions to enable them to identify exactly where the items were found.

XX	CES	Transport
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West Offices		
Issue / Item Identified	Directorate	Service area²
XX	CANS	Housing
XX	CANS	Housing
XX	CANS	Housing
XX	CANS	Housing
XX	CANS	York Learning
XX	CANS	York Learning
XX	CANS	York Learning
XX	CANS	York Learning
XX	CANS	York Learning
XX	CANS / CES	Business Support
XX	CANS / CES	Business Support
XX	CBSS	Customer Services
XX	CBSS	Customer Services
XX	CBSS	Customer Services

² The service area has been deduced as much as it is possible to do so from the available floor plan for West Offices and the nature of the items found. Individual service managers will be sent details of specific cupboard numbers, desks and location descriptions to enable them to identify exactly where the items were found.

XX		
XX	CBSS	Customer Services
XX	CBSS	ICT
XX	CBSS	ICT
XX	CBSS	Property
XX	CBSS	Property
XX	CBSS	Transactional Services (Council Tax & NNDR)
XX	CBSS	Transactional Services (creditors)
XX	OCE	All teams – used for powerpoint in meetings
XX	CES	Building Control
XX	CES	Building Control
XX	CES	Development, Planning and Regeneration
XX	CES	Development, Planning and Regeneration
XX	CES	Transport
XX	CES	Transport

XX	CSES	School Services
XX	CSES	SEN
XX	CSES	Youth Services (PSI)
XX	CSES	Youth Services (YOT)
XX	CANS	Housing
XX	CANS / CES / Health and Wellbeing	Sport and Active Leisure / Business Support / Various previously under 'Leisure services'
XX	CES	Development Services Planning & Regeneration

Detailed feedback provided to service managers

	Service Area	Action explicitly requested	Action taken / agreed	Next steps / follow up
1	Facilities Management	No	Yes	To re-assess as normal in next round of visits.
2	ICT	No	No	To re-assess as normal in next round of visits.
3	Building Services	Yes	No	To re-assess in next round of visits and possibly escalate if there is no improvement.
4	Neighbourhood Services	Yes	Yes	Action taken satisfactory. To re-assess as normal in next round of visits.
5	Highways	Yes	No	To re-assess in next round of visits and possibly escalate if there is no improvement.
6	Transport	No	No	To re-assess as normal in next round of visits.
7	Public Protection	Yes	Yes	To assess in next round of visits whether action has been taken and information now being stored securely.
8	York Learning	No	No	To re-assess as normal in next round of visits.
9	Youth Offending Team (YOT)	No	No	To re-assess as normal in next round of visits.
10	Children's Strategy / SEN	Yes	Yes	To assess in next round of visits whether action has been taken and information now being stored securely.
11	Transactional Services	No	No	To re-assess as normal in next round of visits.
12	Housing	Yes	Yes	Action taken satisfactory. To re-assess as normal in next round of visits.
13	CANS / CES Business Support	Yes	No	To re-assess in next round of visits and possibly escalate if there is no improvement.

14	Sport & Active Leisure / CANS & CES Business Support	Yes	Yes	To assess in next round of visits whether action has been taken and information now being stored securely.
15	Building Control	No	No	To re-assess as normal in next round of visits.
16	Development, Planning and Regeneration	No	No	To re-assess as normal in next round of visits.
17	Customer Services	No	Yes	Action taken satisfactory. To re-assess as normal in next round of visits.
18	School Services	No	No	To re-assess as normal in next round of visits.
19	Property	No	No	To re-assess as normal in next round of visits.
20	Personal Support & Inclusion	No	No	To re-assess as normal in next round of visits.
21	Community Stadium	No	Yes	Action taken satisfactory. To re-assess as normal in next round of visits.
22	Health and Wellbeing	Yes	N/A	Replies confirmed cupboards identified belong to Housing and action taken as noted above. To re-assess Health and Wellbeing as normal in next round of visits.