

Appendix A

Car Parks Follow up

Agreed Action Plan

Finding	Recommendation	Priority Rating	Management Response	Responsible Officer	Implementation Date
Objective: Improvements are made to key controls to provide assurance on the collection of income due from Car Parking facilities and agreed actions have been implemented.					
Risk 1: Parking meter income due may not be received					
1.1a Maintenance Agreement for ticket machines	The Engineering and Property Services Manager shall obtain a copy of the signed agreement.	3	E-mail sent to Parkeon requesting returned copy of signed agreement.	Engineering and Property Services Manager	April 2011
1.3a Monthly/Quarterly Inspections	It has been agreed that the Principal Engineer shall review the process of undertaking both monthly and quarterly inspections and ensure carried out timely by the Car Park Inspectors and the Engineers.	4	The first set of quarterly inspections has been carried out in January and February 2011 using the new process.	Principal Engineer	April 2011
1.3b Monthly/Quarterly Inspections	It has been agreed that the Principal Engineer shall introduce a system to ensure there is central control of inspections. Problems identified and subsequent action will be recorded and monitored.	4	Agreed.	Principal Engineer	April 2011
Risk 2: Money taken by the parking meter may not be fully accounted for					
2.1a Missed Collections/Credit Note	The Engineering and Property Services Manager shall speak to Loomis regarding the two credit notes for missed collections (weeks 1 - 32 and weeks 33 - 52) and ensure credit is promptly received.	3	Agreed and to be actioned by mid February 2011.	Engineering and Property Services Manager	April 2011

Finding	Recommendation	Priority Rating	Management Response	Management Response	Implementation Date
2.1b Missed Collections/Credit Note	The Engineering and Property Services Manager has agreed to send missed collection requests to Loomis quarterly and ensure a credit note is promptly and accurately received.	3	Delays due to other work, lean issues etc. and also collection sheets slightly behind. This has not been given high priority because of the low financial value.	Engineering and Property Services Manager	April 2011
2.1c Ticket Machine Income Levels	The Engineering and Property Services Manager shall review the cash collection timetable and the levels of income collected to ensure levels are accurate. It may be necessary to increase and/or reduce the levels of collection across a number of car parks.	3	Agreed.	Engineering and Property Services Manager	April 2011
Risk 3: Risk: Excess charges and fines may not be correctly determined and collected					
3.2a Monitoring void ECNs	The Engineering and Property Services Manager has agreed to ensure reconciliation of ECNs to voids is carried out quarterly.	3	Agreed.	Engineering and Property Services Manager	Immediate