

TRANSPORT FOR LONDON

AUDIT COMMITTEE

SUBJECT: MANAGEMENT ACTIONS REPORT

DATE: 7 MARCH 2012

1 PURPOSE AND DECISION REQUIRED

- 1.1 The purpose of this report is to inform the Audit Committee of those recommendations to management which have not been actioned and are more than 60 days overdue.
- 1.2 The Committee is requested to note the report.

2 BACKGROUND

- 2.1 A full statistics report is attached as Appendix 1.
- 2.2 There is one action that falls into the 61 to 90 days overdue column.
- 2.3 This relates to a long-standing issue concerning discrepancies in reconciliations between refunds recorded on the Oyster Refunds System (ORS) and those recorded as paid on SAP. It should be noted that, to date, the majority of these discrepancies have resulted from IM issues such as reports not being transmitted properly between the systems, and incompatibility between formats of data on ORS and SAP, as opposed to irregularities in the payment of refunds. Nevertheless, the reconciliations are an important financial control that should be performed regularly, with all discrepancies investigated.
- 2.4 Following recent organisational change, responsibility for this now falls within the remit of the Customer Experience Directorate, supported by the FSC, and senior management have been briefed on the current position and undertaken to ensure that the action is completed as soon as possible. If the action has not been fully resolved by the 15 June 2012 Audit Committee meeting, senior managers responsible for the issue will be asked to attend the meeting to explain how they are taking this forward.

3 RECOMMENDATION

- 3.1 The Audit Committee is asked to NOTE the report.

4 CONTACT

- 4.1 Contact: Clive Walker, Director of Internal Audit
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Appendix 1

Outstanding Actions Statistics

Directorate:	Agency:	<=0	1 - 30	31 - 60	61 - 90	91+
		Days:	Days:	Days:	Days:	Days:
Crossrail	Internal Audit	0	0	0	0	0
London Rail/Underground	Internal Audit	12	1	1	0	0
General Counsel	Internal Audit	0	0	0	0	0
Surface Transport	Internal Audit	4	1	2	0	0
Marketing & Communications	Internal Audit	13	2	5	1	0
Finance	Internal Audit	40	1	0	0	0
Planning	Internal Audit	10	1	1	0	0
Group HR	Internal Audit	37	1	1	0	0