

Meeting: Audit and Governance Committee**Meeting date: Monday 31 July 2023****Report by: Philippa Wride, Head of Practice Management /
Superintendent Registrar****Update on Registration Services Internal Audit Report February 2023**

To support the improvements required in the service, the Programme Management Office has provided a Project Manager and Co-ordinator to track and monitor all recommendations from the internal service review, GRO stock and security audit and internal audit findings.

Shropshire County Council Registration Managers were commissioned to provide intensive support to the service between January and April 2023, with a focus on security and control of stock, recording of income and General Register Office (GRO) compliance aspects.

Updates regarding the internal audit findings include:

Security and Stock Control

- Access to Town Hall and Registration Offices is only via id badge; staff no longer hold keys to the building
- Access to the Town Hall is only permitted when custodians are on site
- New processes, stock records, cashbooks and daily banking sheets has been implemented for all registers
- Process has been implemented for recording and destruction of spoilt certificates
- GRO quarterly stock checks are now in place
- Staff have been provided with the GRO's statutory document retention schedule.

Financial records

- Significant work has been undertaken to improve financial coding and referencing of online and card payments as the configuration of systems does not allow for tracing of individual payments to a specific certificate or ceremony booking, through to the budget reports. This was raised with s151 Officer and work continues to address remaining issues.
- There is no cash dealt with in the office. The service only takes online and card payments; the petty cash was surrendered.

IT and Digital Services

- Web pages have been updated and improvements made on existing online forms ie ordering a copy certificate
- Hoople ICT are now building online processes including online appointment booking system which is not expected to be in full operation until December 2023. Discussions are ongoing about customer services taking over the phone line as part of the council's Thrive Programme.