Forestry Commission Scotland / Forest Enterprise Scotland

Interim Audit Report 2016/17



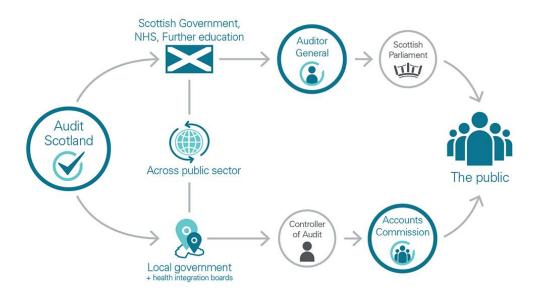
Prepared for Forestry Commission Scotland/ Forest Enterprise Scotland

July 2017

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Our vision is to be a world-class audit organisation that improves the use of public money.

Through our work for the Auditor General and the Accounts Commission, we provide independent assurance to the people of Scotland that public money is spent properly and provides value. We aim to achieve this by:

- carrying out relevant and timely audits of the way the public sector manages and spends money
- · reporting our findings and conclusions in public
- identifying risks, making clear and relevant recommendations.

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Audit findings

Introduction

- 1. This report contains a summary of the key issues identified during the interim audit work carried out at Forestry Commission Scotland (FCS) and Forest Enterprise Scotland (FES). This work included testing of key controls within financial systems to gain assurance over the processes and systems used in preparing the financial statements. We have placed reliance on internal audit's work, where appropriate. We also undertook a high level review of ICT arrangements. We will use the results of this testing to determine our approach during the 2016/17 financial statements' audit.
- **2.** Our responsibilities under the Code of Audit Practice require us to assess the system of internal control put in place by management. We seek to gain assurance that FCS/FES:
 - have systems of recording and processing transactions which provide a sound basis for the preparation of the financial statements
 - have systems of internal control which provide an adequate means of preventing and detecting error, fraud or corruption
 - comply with established policies, procedures, laws and regulations.
- **3.** As part of our responsibilities under the Code of Audit Practice (2016) and as outlined in our annual audit plan (submitted February 2017) we are required to undertake wider dimension work across four audit dimensions: financial management, financial sustainability, governance and transparency and value for money.
- **4.** Our work is largely complete in these areas and we shall report our findings from our wider dimension work in our Annual Audit Report, which we will present to the July 2017 Audit Committee.

Conclusion

- **5.** We identified some control weaknesses from our interim audit work as summarised in Exhibit 1. No significant matters arising were identified. We also visited a district office where we undertook some controls and pre-year end substantive testing. Those findings are reported at Exhibit 2 below. We consider these matters to be largely housekeeping in nature.
- **6.** Our work undertaken to date is also of relevance to the National Audit Office and Natural Resources Wales Audit Office for whom we agreed to review some shared systems.
- **7.** Based on our review and testing of selected financial systems, our overall conclusion is that FCS/ FES has effective systems of internal control subject to the matters raised below.
- **8.** The matters raised in this report should be considered as part of the Accountable Officer's assessment of the review and adequacy of the financial governance processes in place to support the Annual Governance Statements.

Work summary

- 9. Interim audit testing was undertaken during February/ March 2017. We performed initial systems reviews and walk through testing of the key controls identified for the main financial systems. Our testing covered the key controls in a number of areas including:
 - bank reconciliations
 - payroll validation and exception reporting
 - authorisation of journals
 - IT access controls
 - feeder system reconciliations
 - change of supplier bank details
 - budget monitoring and control
 - controls for preventing and detecting fraud including a review of the underlying system for recording timber sales.
- 10. We are required to undertake specific testing on a number of GB-wide shared systems which are managed by FCS/FES. Part of this work took place during our visit of the Galloway Forest District in February 2017. We reviewed controls at a local level over timber income and timber inventories. As outlined in our agreements with the NAO/WAO, we also undertook a high level review of ICT controls.
- 11. With the exception of those systems specific to FES which we reviewed as part of our District visit, the other systems are subject to audit review are common to both FCS and FES
- **12.** We also performed early substantive testing of income, expenditure, payroll costs and capital additions/ disposals. We also reviewed the methodology for the proposed revaluation of non-current assets (vehicles, machinery and equipment). We shall verify the reported net values as part of our financial statements audit.
- 13. In accordance with ISA 330: the auditor's response to assessed risk, our audit judgements are based on current year testing of controls and where appropriate prior year results. Our risk based audit approach allows us to take a three-year cyclical approach to controls testing. This approach enables us to place reliance on previous years' audit work where controls remain unchanged and no significant weaknesses had been identified.
- 14. As outlined in our Annual Audit Plan, we sought to place reliance on the work of internal audit. For our financial statements audit we planned to place reliance on FCS Grants and Payroll Implementation. While the payroll work was completed prior to the internal audit service disbanding and we were able to rely on this work, the FCS grants testing remains work in progress. We have been advised that the new internal audit service will complete the FCS grants testing for 2016/17 in order to provide us with the appropriate assurances. We shall review the position as we commence our financial statements work.
- 15. We intended to review the outcome of two information system audits as part of our wider scope work. These have since been cancelled due to the timing of the disbandment of the internal audit service. There is no impact on our financial statements audit work.

16. The contents of this report have been discussed with relevant officers to confirm factual accuracy. The co-operation and assistance we received during the course of our audit is gratefully acknowledged.

ICT and application health check

- **17. Introduction.** We carried out an ICT overview on the Forestry Commission shared Information Systems (IS) function to confirm the design and working of general ICT controls.
- **18.** Throughout 2016/17, FC IS have continued to provide a centralised service to both England and Wales. On the first of April, Wales left the arrangement and England is expected to transition around the end of the 2017/18 financial year.
- **19.** Our discussions with IS staff highlighted that the transition process was progressing well with each of the countries moving to creating their own IS function. A transition team has been put in place to plan for the FCS IS function taking over responsibility. Some of the decisions are still to be finalised as they are dependent on the future shape of the forestry services in Scotland.
- **20. Strategic direction.** The FC IS function's IS strategy focuses on facilitating the transition arrangements. A draft IS strategy has been prepared for the Scottish IS function and was presented to the Scotland Executive Board. Approval of this strategy is expected within the next few months.
- **21. Organisation structure.** The FC IS function is headed by the Director of Information Services. The Departmental Security Officer (DSO) is functionally reporting to the Director of IS. The new FCS IS function does not have an IT security officer as yet, and we consider this a key function in designing the new service delivery model. As the DSO is working in close co-operation with the transition team, we consider that IT security matters will be taken into account appropriately.
- **22. Asset protection and installation management.** We reported previously on the timely removal of network access of staff who had left the organisation. We carried out a sample test of leavers and found that their accounts had been deleted.
- **23.** Some of the security policies could be refreshed to bring them up-to-date with technical developments and cyber threat considerations. At this stage we would not expect IS to commit resources to this, considering the limited time such policies would be effective. The new FCS IS organisation should update and review all policies.
- **24.** IS support a number of dated and unsupported operating systems for servers and computing devices. While we would not expect any major investment in new devices at this stage in the transition process, IS staff should take care to mitigate any security gaps that may have resulted. The new FCS IS function will be moving data storage to the cloud, thereby avoiding the obsolescence of the server equipment.
- **25.** In the past year various security audits were carried out, from penetration testing to PSN accreditation. Nevertheless, a ransomware attack in December 2016 led to a three day outage, for the most part during the weekend. User privileges were reviewed and curtailed as a result. A phishing test was carried out in November 2016, with a failure rate of 18%, which compares favourably with an industry average failure rate of 25% for such exercises.

¹ Phishing emails try to trick the receiver into giving out personal or sensitive information such as bank account numbers, passwords, commercially sensitive information credit card numbers.

Additional audit

- **26. Service delivery.** Service levels are not formally monitored or reported. Recurring service issues are identified through the service desk system. The existing IS service board has been abandoned in light of transition.
- 27. Business continuity and disaster recovery. A disaster recovery site is available at Northern Research in Roslin. The working of the disaster recovery plan and ability to reinstate services at the site has not been tested. This affects shared services systems that will be in place for the duration of the shared service arrangement, including the timber sales system.
- 28. Sales recording package (SRP). As part of our audit work we reviewed the high-level controls for the SRP timber sales application system. We covered user access and standing data, interfaces to the financial management system (eFinancials only, the Welsh financial management system is not managed locally)), operations and change control. The findings from this part of the review are included in the table under Exhibit 1.
- 29. Conclusion. While we have identified a number of control weaknesses, on the basis that the IT environment is decreasing in size and scope with the imminent transfer of responsibilities, we would not expect any new or improved controls to be implemented for the shared service organisation at this stage.
- 30. The SRP system has been well established and the general IT controls are operating satisfactory with exception of the points raised in Exhibit 1.

Risks identified

- 31. The key control and wider dimension risks identified during the interim audit are detailed in Exhibit 1. These findings will inform our approach to the financial statements audit where relevant and any further audit procedures are outlined in Exhibit 2.
- **32.** Any weaknesses identified represent those that have come to our attention during the course of normal audit work and therefore are not necessarily all the weaknesses that may exist. It is the responsibility of management to decide on the extent of the internal control system appropriate to FCS/ FES.

Exhibit 1

Issue identified

Key findings and action plan 2016/17

	Responsible officer and target date	procedures
Controls testing		
Key controls - audit findings		
Payroll validation and exception reporting	HR send an initial email requesting that the manager makes the check and they should email back to confirm that the checks have been made and if any changes are required.	We shall review the Q4 returns to assess progress.
Best practice suggests that employee validation checks should be undertaken. This is a key control to		
ensure that all staff on the payroll exist and that there are no "ghost" employees being paid.	This was a new process and it was mid- way through Q4 when we sent out the request to check Q3. When the request	
We are pleased to record that, in response to a 2015/16 audit matter, procedures have been introduced to	for Q4 was issued, if anyone hadn't responded to Q3, they were asked to confirm both Q3 and Q4.	
ensure the existence of staff. Cost	Any managers who don't respond to the	

Management response

fraudulent payments.

Additional audit Issue identified Management response procedures Responsible officer and target date centre managers are now required to Q4 email will be chased again and then verify that salary information is it will be escalated to the board. complete and accurate and to notify HR of any concerns. This process Fiona Waugh, HR Scotland Team was rolled out in quarter 3 and at the Leader/Rosetta Forbes, HR Scotland time of our audit review, not all **Business Partner** managers had confirmed the accuracy of the information. Ongoing There remains a risk that ghost employees are included on the FCS/FES payroll. **Authorisation of journals** Agreed We shall review a sample of journal Recruitment of Financial Accountant has Audit testing on a sample of 15 entries as part of our journals found 2 instances where added another layer to the FCS finance year end testing. these had been input and authorised structure and input of journals can be by the same officer (Senior Finance carried out within this role for journal Manager). These were: types highlighted by audit. Senior Finance Manager will authorise these. Q1 Subsidy Payments to FES (£5.425M) Ross MacHardie, Senior Finance Manager FCS Repayment of 15/16 Underspend to SG (£413K) July 2017 Whilst we accept that their position is of seniority, for controls to be effective, there should be clear segregation of duties. Journals should be subject to independent review and authorisation. There is a risk of error or irregularity due to the absence of independent review. Change of supplier bank details Agreed We shall review a sample of supplier Seventeen (two from FCS and fifteen **FCS** change forms as part from FES) supplier bank accounts Finance Support Visits are carried out of our year end changes were selected for audit across FCS Conservancies and sample testing to ensure testing to ensure that changes have testing will include Supplier changes to the been subject to the appropriate checks amendments. If persistent errors are system have been as outlined in the 'Finance Process identified follow up action will be taken reflected Manager Authoriser Check' guidance. including additional training and support appropriately. We noted a number of issues if required. Guidance is in place for new including: suppliers and supplier amendments which should be followed by staff. The wrong form of Manager However, we shall reiterate the Checklist was used (new supplier procedures with staff. rather than amendment). (FCS) Ross MacHardie, Senior Finance The 'Previous Bank Details' were not filled in on the BACS Manager Application Form. (FCS) In place now Two FES supplier bank account change forms had no evidence of **FES** checks or authorisation and 2 did not include details of previous bank From 1 October 2016 procedures have accounts. been put in place in order that all supplier amendments are processed by There is a risk of incorrect or

FESHO to ensure that controls are

the procedures with staff.

adhered to. However, we shall reiterate

Issue identified	Management response Responsible officer and target date	Additional audit procedures
	Donna Mortimer, Head of Finance and Procurement	
	In place now	

Other matters

Accounting entries for disposals

We undertook substantive testing on 13 asset disposals. Our audit testing revealed that for 5 of these assets the estimated sales cost, rather than the actual sales cost, was used to offset the actual gain or loss on disposal. Officers have advised that they calculate 5% to be a reasonable estimate of costs.

We have recommended that officers review the estimate against actual to assess its reasonableness and should work with the estates team to ensure the salient information is made available timeously.

There is a risk that the gain / loss on asset sales is misstated.

Agreed

The existing process for dealing with disposals is done retrospectively and is reliant on information provided by the estates team. For many of these disposals, finance do not have all salient information to account for this correctly.

We feel that this has occurred due to a change in staffing within Estates. This has now been identified as a weakness and we will be working with Estates over the next couple of months to ensure that roles and responsibility are understood and information is shared where required in a timelier manner.

Donna Mortimer, Head of Finance and Procurement

30 September 2017

To assess the response provided by Finance for reasonableness.

ICT: Data validation

We obtained an extract from the general ledger for both FCS and FES. This "NAO5 report" allows us to select samples and undertake other types of transaction investigations and comparisons.

In order to confirm the completeness and accuracy of this data extract (validation), we compared the period transaction data in the NAO5 report to the same period's transactions in the trial balance report.

During the validation work we identified a number of issues where some account code totals in the NAO5 report were not replicated in the trial balance:

- in one instance the full value posted against the account code during periods 1 through 9 appeared in the trial balance only in period 10.
- the values in period 6 and 7 could not be agreed for many account codes, whilst in other periods we noted differences in a few account codes.

We recommend that the client carry out additional procedures at year end to evidence the validity of the trial balance and its agreement to the

The trial balance report and process has reconciliation checks in place to ensure it agrees with General ledger in eFinancials. These were undertaken during the year and checked by Senior Finance Manager at end of year. A formal process for checking the report on a monthly basis will be adopted in 2017/18.

Ross MacHardie, Senior Finance Manager

31 August 2017

We shall review the accuracy of the trial balance against the financial ledger and assess officer's action to the matter.

Issue identified Additional audit Management response procedures Responsible officer and target date eFinancials system. The differences referred to were not material in value. As the trial balance forms the basis for the statutory accounts, there is a risk that the accounts are prepared on the basis of incomplete or inconsistent information. Recognition of capital additions Agreed To review a sample of capital additions We tested 12 FES capital additions to We accept that the tyres were double as part of our year counted but the cost of purchasing ensure these were capitalised in end audit. accordance with stated guidance. We these Mud and Snow tyres from the identified expenditure of £367 for tyres manufacturer would have added which had been classified as additional significantly more than the contract price obtained. These specific tyres are costs and capitalised. While we accept that these costs form part of bringing required only on Ford Ranger Wildlife the asset into use, we have raised the vehicles which are being phased out issue that the initial cost of the vehicle and replaced with Toyota vehicles which already includes these costs. The are supplied with Mud & Snow tyres. costs have therefore been counted The number of vehicles involved is small twice as capital expenditure. We and reducing (less than 10 per year) acknowledge that the additional cost is and we therefore consider the value of unlikely to be material in any one any double counting to be immaterial. financial year. Processes should be introduced to ensure that expenditure is properly classified. We reviewed the evidence in respect of the purchase of land at Glenmarkie. A review of acquisition and disposals Officers have advised that while the between Estate Development and excambion was signed in March 2016, Finance has been actioned to ensure the acquisition was recognised in that roles and responsibilities in respect 2016/17. While we acknowledge that of both are understood. This will include the transaction is not material in value, a review of the timescales and there is no formal back-up to ensure expectations at year end. the transaction has been accounted for Donna Mortimer, Head of Finance and correctly. . Procurement There is a risk that expenditure has 31 December 2017 been incorrectly categorised and that the financial statements are misstated. Non-timber income testing Agreed Further substantive testing will be Substantive testing of ten non-timber Revised VAT codes have recently been

income payments identified that in one instance the incorrect VAT code had been applied. Based on the VAT consultant's guidance, Scottish Woodland consultancy fees should be vatable at 20% and not 0% (payment of £720). Staff should be reminded to apply the expert guidance received.

There is a risk that income is overstated for 2016/17 and the VAT return is incorrect.

introduced from March 2017 as part of HMRC compliance audit. Updated guidance and training has been rolled out across Scotland in line with new coding. Errors will be monitored by Finance teams and follow up action taken as necessary.

VAT coding is new to FES and there are always going to be risks that we have incorrectly applied a code. We have in place plans to check samples of VAT data at each quarter end but this will be a work in progress as staff become more familiar with the guidance.

undertaken.

Procurement 30 April 2018

Issue identified Management response Additional audit procedures Responsible officer and target date SRP - Generic user Agreed No further work planned. There is one 'generic' user on the SRP The generic user is a GB user and not system who has been given the used by FES staff. It was required to developer function. register customer tickets on a GB basis. We shall review the issue of users, Generic user names are delegation of authority, separation of inappropriate as these can be used duties and data integrity of SRP as part by multiple individuals, whose of the review of marketing and sales actions can no longer be attributed mentioned above. to individual people. Donna Mortimer, Head of Finance and Procurement 30 April 2018 **Disaster recovery arrangements** All ICT systems and infrastructure are No further work provided and supported by Information planned. A disaster recovery site is available at Services, a division of FC Central Northern Research in Roslin. This is a Services, who are accountable to the warm site, with equipment in place but

not operational, on which the software and database needs to be installed from back-up in the case of an incident affecting the main location in Silvan House. However, the disaster recovery plan for SRP has not been tested.

There is a risk that without testing the disaster recovery plans, it cannot be concluded that SRP will be able to keep operating in case of an incident affecting the main site.

FC Executive Board (EB).

It has been agreed by the EB that the current DR provisions are adequate for the Forestry Commission. Due to the current setup it is not possible to test individual systems and it is considered that a full DR test, which would take in the region of 2 to 3 full weeks to failover and failback, would be too disruptive to the business. All systems and databases are regularly backed up and database backups are regularly tested.

FES and FCS have initiated a joint programme to devolve Digital Services. which includes ICT, into Scotland. As part of this programme systems will move to a new virtualised cloud hosted platform which will have inherent datacentre backup and failover. In addition to this, systems will be backed up to the public cloud and regularly tested. It is projected that the new cloud datacentre platform will be available in October 2107 at which point migration of systems will begin - the full schedule for this has yet to be finalised but it is anticipated that SRP in Scotland, which is dependent on other systems, will be operational by December 2018.

David Exeter, Head of Digital and ICT 31 December 2018

31 August 2017

2016].

There is a risk that the Board's effectiveness is not recognised or

Issue identified	Management response Responsible officer and target date	Additional audit procedures
developed. There is also a risk that FES/ FCS are not open and transparent about conducting their business and are not applying the principles outlined within the 'on board' guidance.		

Source: Audit Scotland

33. We are required to undertake specific testing on a number of GB-wide shared systems which are managed by FCS/FES. Part of this work took place during our visit of the Galloway Forest District in February 2017. We reviewed controls at a local level over timber income and timber inventories. Exhibit 2 below outlines our findings which we consider to be largely housekeeping in nature but are included for information. The findings should be shared across all district offices.

Exhibit 2
Galloway District Visit - action plan 2016/17

Issue identified	Management response Responsible officer and target date	Additional audit procedures
Audit findings		
Vehicle, Machinery and Equipment (VME) asset verification We reviewed all assets on the Galloway VME asset register (total assets value £1.544M) to the information held on their DRIVE system (vehicle and equipment maintenance system). Three assets had been correctly removed from DRIVE but the changes have not yet been recorded in the asset register. There is a risk that the asset register is incomplete and the financial statements may contain misstatements.	There was a delay in the updating of the asset register which is undertaken by the FES team in Inverness. The three assets have now been removed from the asset register. Complete	Substantive testing of non-current assets as part of our year end audit.
Timber contracts	There has been a high staff turnover in the South Scotland HM team and the audit has	No further audit procedures

14 contracts (12 live; 2 completed) were tested with the assistance of the FES Head of Office Operations. A separate report has already been issued by the Head of Operations in respect of their testing. We identified a number of similar issues including:

- contracts neither signed nor dated
- contract file checklist not signed off as complete

There has been a high staff turnover in the South Scotland HM team and the audit has highlighted a number of weaknesses in procedures and record management that need to be addressed. The Area Operations manager will organise a training exercise for contract managers supported by the contract administrators. The focus of this event will be on contract procedures and record management ensuring that contract managers are fully aware of their responsibilities and delegated limits.

No further audit procedures planned.

Issue identified	Management response Responsible officer and target date	Additional audit procedures
 the first despatch date was prior to the signing of the contract pre-commencement checklist not held on file and signed after the date of the first uplift manual random sample of despatches undertaken but not evidenced addendum for price change not signed contract extension documentation not on the file and reasons for extension not specific completion certificate was not countersigned by the AOM reason for a DRN rejection was not recorded on the SRP. We also noted the Timber Security Guidance Booklet requires that standard risk contracts should have between 1.5% and 4% of despatches checked. The PIN check report for the district highlighted that 14 contracts had less than less than 1.5% of despatches checked. There is a risk of inappropriate payments as a result of incomplete contract documentation and insufficient level of random checks. 	Follow up monitoring will take place by AOM 3 months after the training event to assess the effectiveness and level of compliance. This exercise will address the concerns raised in the audit and is programmed to take place during August 2017. Donna Mortimer, Head of Finance and Procurement 31 December 2017	
Firewood contracts	As above	No further audit
Our testing of five contracts noted that for three, firewood had been despatched prior to the conclusion of the contract. There is a risk of inappropriate	Donna Mortimer, Head of Finance and Procurement 31December 2017	procedures planned.
payments made in relation to firewood contracts.		

34. All our outputs and any matters of public interest will be published on our website: www.audit-scotland.gov.uk.

Source: Audit Scotland

Forestry Commission Scotland / Forest Enterprise Scotland

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