

For Noting

Agenda Item: 6
Date of Meeting: 23/01/24

To: The Audit & Risk Sub-Committee
From: The Director
Subject: Internal Audits 2023 – Progress Report

1. Introduction and Purpose

1.1 The Sub-Committee will recall that last year, the following audits were carried out:

Electrical Safety

IT Systems

Follow up audit (from the previous year's audits)

1.2 The three audit reports were presented at the June 2023 Sub-Committee meeting. All three audits were given a “strong” assurance rating which is the highest rating that can be achieved.

1.3 The purpose of this report is to provide a progress report with any recommendations made from the audits.

2. Progress Report

2.1 Electrical Safety

2.1.1 There were two “low” recommendations from this audit. The table below sets out the recommendations, our response and progress to date.

Recommendation	Our Response/Action	Progress Status
We recommend that a target is developed for electrical safety inspections and added to the tenant safety assurance table to allow for effective performance measurement. We also recommend that the Co-operative annually report their performance against KPIs to the Management Committee.	We will formalise our target of having all inspections carried out within 5 years. We will introduce a quarterly performance indicator into our overall committee performance report at the next quarter. Implementation Date: May 2023	Completed. Electrical safety incorporated in quarterly tenant safety report to Management Committee at May 2023 meeting.

<p>We recommend that the Co-operative annually have an electrical safety section within newsletters on any specific updates within the electrical safety inspection process and keeps them up to date with legislative changes in regard to electrical safety.</p> <p>We also recommend that electrical safety is outlined within the tenant handbook to ensure tenants are aware of the severity of electrical safety.</p>	<p>We will ensure an article is published annually in our newsletter and we will develop a tenant safety leaflet which can be given to tenants as part of the sign up process. In the meantime we will ensure that tenants are advised of the need to give access for electrical inspections at the point of sign-up.</p> <p>Implementation Date for newsletter: Jul/Aug 2023</p> <p>Implementation Date for info leaflet: Sep 2023</p>	<p>Completed:</p> <p>First newsletter article in Autumn 23 edition.</p> <p>Tenant safety leaflet produced and forms part of sign up pack for new tenants.</p>
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2.2 IT Systems

2.2.1 There were two “low” recommendations from this audit. The table below sets out the recommendations, our response and progress to date.

Recommendation	Our Response/Action	Progress Status
<p>We recommend that the Co-operative builds upon previous good practice by delivering a robust, mandatory cyber awareness training programme for all staff. Cyber-attacks are becoming increasingly prevalent, with 31% of UK organisations reporting that attacks, including phishing, occur more than once per week. Appropriate training will help empower staff with the knowledge and the tools to recognise cyber threats and from there make informed and educated choices. We acknowledge the Co-operative’s intention to develop and deliver a training programme, and that there is an active project underway to ensure that it is mandated and scheduled for all staff by Autumn 2023.</p>	<p>Have identified Cyber Security Awareness Training through an online company we use – High Speed Training. This or if other appropriate training is identified in the coming months will be added to the mandatory training programme for staff and will be carried out on an annual basis. Some training will be undertaken by the Mgt Team using Exercise in a box from NCSC – one table top exercise and at least 3 micro exercises.</p> <p>Implementation Date for all staff training: June 2023</p>	<p>Completed.</p> <p>Cyber security awareness training completed by all staff.</p> <p>Mgt Team carried out 3 micro exercises in Sep 23</p> <p>Further table top exercise completed in Nov 23.</p>

	Implementation Date for Mgt Team “exercise in a box” training – Sep 2023	
<p>We recommend that a risk assessment which considers DLP is conducted to ensure that any areas of risk, such as the use of unmanaged USB storage devices and access to unmanaged file-sharing websites, are assessed and that subsequent solutions are considered. The IT Support Partner may then be tasked with providing additional security controls to mitigate these risks, helping the Co-operative to reduce the likelihood of deliberate or accidental data leakage.</p>	<p>Have begun discussions with our IT Company, Omniledger and are exploring feasibility of web filtering software to prohibit use of sharing sites such as dropbox. Also exploring feasibility of disabling usb ports on laptops. Aiming to be in a position by end of September about whether such options are feasible and can be implemented or alternatives are needed.</p>	<p>Partial completion.</p> <p>Carried out a mapping exercise of staff team in relation to how they send/share and receive data in September. Results pulled and shared with our IT provider early October. General conclusion was a preference to disable USB ports other than to connect mouse, keyboard and other relevant devices. Preference to have a secure portal for Rosehill to share and receive info. IT provider to look into suitable products. Have asked for updates over the last 2-3 months. IT provider has tested some products but weren't suitable. Continuing to research.</p>

2.3 Follow up Audit

2.3.1 As reported to the Sub-Committee at its meeting last June there were no recommendations from the follow up audit as the recommendations from

the previous audits (2022) on risk management and follow up had been fully implemented. Attached is the follow up tracker our Auditors produced which shows that all recommendations have been implemented.

3. Summary

- 3.1 The Sub-Committee is asked to note that 3 of the recommendations from the Electrical Safety and IT Systems audits have been implemented. In the case of the 4th recommendation re: IT systems, which is only partially completed, I will continue to pursue our IT provider to ensure satisfactory measures are put in place in relation to data leakage prevention. All previous recommendations from the 2022 audits have been fully implemented.