



Date: 15 June 2012

Item 8: Management Actions Report

This paper will be considered in public

1 Summary

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.

2 Recommendation

2.1 The Committee is asked to note the report.

3 Background

3.1 A full statistics report is attached as Appendix 1. There is one action that falls into the 91+ days overdue column.

3.2 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. A senior manager responsible for this activity has been invited to attend the Committee to discuss the outstanding action.

List of appendices to this report:

Appendix 1 – Outstanding Actions Statistics

List of Background Papers:

Audit reports.

Contact Officer: Clive Walker, Director of Internal Audit
Number: 020 7126 3022
Email: Clivewalker@tfl.gov.uk

Outstanding Actions Statistics

Directorate:	Agency:	<=0	1 - 30	31 – 60	61 – 90	91+
		Days:	Days	Days	Days	Days
Crossrail	Internal Audit	1	0	2	0	0
General Counsel	Internal Audit	0	0	0	0	0
Surface Transport	Internal Audit	20	3	4	0	0
Marketing & Communications	Internal Audit	13	0	0	0	1
London Rail Underground	Internal Audit	9	0	0	0	0
Finance	Internal Audit	29	0	0	0	0
Planning	Internal Audit	5	0	0	0	0
Group HR	Internal Audit	24	0	2	0	0