

2. St Sidwells Point Spa Operations - Audit Report Executive Summary

Audit Objective

The main objective of this audit was to review the adequacy and effectiveness of the system of internal controls designed to manage and mitigate financial and non-financial risks relating to the operation of The Spa.

Assurance Opinion

Satisfactory

Whilst there is a basically sound system of internal control there are weaknesses which put some of the objectives at risk or there is evidence that the level of non-compliance with some of the controls may put some of the objectives at risk

Number of actions

Priority	Number
High	0
Medium	6
Low/Advisory	1
Total	6

Audit Approach and Scope

The scope of the audit included a review of the following:
- testing of key controls as shown below

The period covered by the audit is April 2023 to-date. Note: The following audit reports have been issued in the last year: SSP General Processes (issued February 2023), Accounting for Leisure Income (issued April 2023). This audit covers in more detail the processes specifically relating to the operation at The Spa.

Key controls tested	Assessment	Actions Raised
Policies and procedures		
Staff induction, training & meetings		
Health & safety		<ul style="list-style-type: none"> Lack of a recent risk assessment
Income recording and reconciliation		<ul style="list-style-type: none"> Accurate financial information not available to accurately determine the profitability of the Spa Lack of a regular reconciliation of PDQ income
Gift cards & guest passes		
Refunds		<ul style="list-style-type: none"> Inefficient process for refunds and duplicate records of customers' bank details held
Ordering of goods & services		<ul style="list-style-type: none"> Procurement of some suppliers not made in accordance with contract regulations Duplicate payment to one supplier found
Performance monitoring		
Marketing		

Summary and next steps

Generally staff are well trained and there are clear written procedures for them to refer to and regular staff meetings are held. This is a final report of the audit findings and incorporates the remedial action agreed with the Corporate Finance Officer. Remedial action has been agreed with management for all the findings identified.