

ABERDEEN CITY COUNCIL

COMMITTEE	Audit, Risk and Scrutiny Committee
DATE	25 th September 2019
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Music Service Action Plan
REPORT NUMBER	OPE/19/387
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Graeme Simpson
REPORT AUTHOR	Eleanor Sheppard
TERMS OF REFERENCE	1

1. PURPOSE OF REPORT

On 26th June 2019 the Audit, Risk and Scrutiny Committee sought further assurance that clear plans were in place to address the Internal Audit recommendations for the Music Service. This report aims to provide assurance through the provision of an Action Plan which details clear timescales for completion and provides an update on progress.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Note the content of this report
- 2.2 Instruct the Chief Officer Integrated Children and Family Services to continue to monitor the progress and advise this Committee by way of Service Update when all recommendations have been met.

3. BACKGROUND

- 3.1. The Aberdeen Music Service (AMS) within Integrated Children’s and Family Services (ICFS) provides non-statutory tuition in musical instruments within schools. It also hosts music ensembles in the evenings and on Saturdays at the Music Centre based at Northfield Academy.
- 3.2 An Internal Audit was commissioned (see Appendix A) to provide assurance over Music Centre procedures for collecting income, entitlement to concessionary tuition, procurement, payroll, and the inventory of musical instruments and sheet music.
- 3.3 The Audit made a number of recommendations which were accepted by the service. These included:
- A need to ensure comprehensive procedures covering all processes and a range of recommendations were made and accepted by the service;
 - The need to put in place an improvement plan to set out short, medium and long term improvements;
 - A need to ensure that any proposed concessions to fees are formally agreed by Council;
 - Improve the process for managing pupil registration, charging for lessons, and income to mitigate against errors; and
 - Improve record keeping

3.2.1 Improvement and Action Planning

The Service has put in place an Action Plan (see Appendix B) with clear timescales to ensure all of the recommendations are addressed timeously. The Service has monitored progress on a weekly basis to ensure that timescales are met.

4. FINANCIAL IMPLICATIONS

Implementation of the audit recommendations will realise greater efficiency across the service and provide assurance that sound financial governance is in place.

5. LEGAL IMPLICATIONS

Implementation of the audit recommendations will ensure adherence to financial regulations.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Financial	Risk of best value not being demonstrated	M	Timely implementation of audit recommendations

Legal			
Employee			
Customer	Risk of record keeping resulting in mistakes in billing		Timely implementation of the audit recommendations
Environment			
Technology	Risk of paper records resulting in human error and lack of accurate records		Digitise wherever possible.
Reputational	Risk that customers have little faith in ACC due to errors made in billing		Timely implementation of the audit recommendations

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	
Prosperous People	There are clear links between the provision of music services and attainment and therefore a link with the prosperity of the people of Aberdeen.
Prosperous Place	

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	The audit recommendations improve the customer service design
Organisational Design	
Governance	Implementation of the audit recommendations improve financial governance.
Workforce	

Process Design	Implementation of the audit recommendations will improve the process design.
Technology	Better use of technology advocated in the recommendations will limit human error
Partnerships and Alliances	

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Not required
Data Protection Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not applicable

9. BACKGROUND PAPERS

None

10. APPENDICES (if applicable)

Appendix A – Action Plan.

11. REPORT AUTHOR CONTACT DETAILS

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