

ABERDEEN CITY COUNCIL

COMMITTEE	Audit, Risk & Scrutiny Committee
DATE	27 September 2016
DIRECTOR	N/A
TITLE OF REPORT	Outstanding Internal Audit Recommendations Pre 2015/16
REPORT NUMBER	N/A
CHECKLIST COMPLETED	Yes

1. PURPOSE OF REPORT

- 1.1 This report advises the Committee of progress Services have made with implementing recommendations agreed in Internal Audit reports issued by PWC.

2. RECOMMENDATIONS

- 2.1 The Committee is requested to:
- 2.1.1 review, discuss and comment on the issues raised within this report and the attached appendix, and
- 2.1.2 consider whether the remaining action relating to the ALEOs Tier 2 Review be amended to "The Council will ensure that Councillors appointed to ALEO Boards following the Local Government Elections in May 2017 attend training appropriate to the role", that this be addressed by June 2017, and that progress be monitored by Internal Audit through its routine report on recommendations made since 1 April 2015.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications arising as a result of this report.

4. FOLLOW UP OF RECOMMENDATIONS

- 4.1 On 27 June 2016, the Committee was advised that there were 12 recommendations, made previously by PWC, which had not been implemented by their due date of before the end of April 2016.
- 4.2 There are currently 10 agreed Internal Audit recommendations, which were due to be implemented by the end of July 2016, that

have not yet been implemented. The detail relating to these is shown in the attached appendix.

5. REPORT AUTHOR DETAILS

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Outstanding Internal Audit Recommendations

Appendix A

<u>Report Title</u>	<u>Date Issued</u>	<u>Recommendation and Risk Rating</u>	<u>Update</u>	<u>Responsible Officer</u>	<u>Original Due Date</u>	<u>Revised date</u>
ALEOs Tier 2 review	Feb-15	<u>Risk Rating – Medium</u> Elected Members will be advised that participation in the external training programme run by the Council will be mandatory for those who hold director or trustee roles on ALEO boards.	Training was offered to Councillors in March 2016, but only five attended. The Service is in the process of re-arranging training and will ensure that Councillors are made aware that it is mandatory for those holding roles on ALEO Boards.	Team Leader, HR&OD	31-Mar-16	Training has been made available on 22-Aug-16
			<u>Update for September 2016:</u> Councillors were advised by HR on 25 July 2016 that training had been arranged for 22 August 2016. Of the 13 Councillors who are on ALEO Boards, only 2 have confirmed that they will be attending. In order to address this issue, Internal Audit recommends that the Council ensures that those Councillors appointed to ALEO Boards following the Local Government Elections in May 2017 attend training appropriate to the role by the end of June 2017. If this is agreed as an appropriate way forward, Internal Audit will monitor this through its routine report on progress with implementing agreed recommendations made since 1 April 2015 and remove this recommendation from this progress report.			
Carefirst	Feb-15	<u>Risk Rating – Medium</u> 1. Management should assign responsibility for reviewing and actioning the unmatched transactions report. Management may consider creating a dedicated role for this task as it would benefit	<u>Update for March 2016 Committee:</u> Progress has been further delayed by the long term absence of a service manager resulting in the lead for the project having to cover operational services	Head of Joint Operations <u>Update for March 2016 Committee:</u> This work	30-Jun-15	31-Mar-16 Now 30-Sep-16

		<p>from a technical understanding of CareFirst, knowledge of the Council's financial arrangements with suppliers and all client groups.</p> <p>2. Agreement will be reached on the criteria/ parameters to be used for deciding whether transactions should be investigated or not. The unmatched transaction report will be modified by the CareFirst Team to ensure it only includes the transactions for assessment before it is issued to the individual responsible for reviewing and actioning.</p> <p>3. Dummy invoices will be processed in CareFirst to remove illegitimate transactions. This will not impact actuals (which are reported through e-Financials) and will allow for accurate commitment reporting. The individual responsible for the unmatched transaction report should also be responsible for this task.</p> <p>4. To ensure temporarily suspended care packages do not accrue costs, the person responsible for reviewing and actioning the unmatched transactions report should enter variances to offset the amount. A list of users who are not closing care packages as per the guidelines should be issued to Service</p>	<p><u>Update for April 2016 Committee:</u></p> <p>1. An officer has been assigned to review the unmatched transactions report, and has recently commenced work on the review. Early findings suggest that carefirst entries are correct, so it is not presently understood why these entries appear on the unmatched report. A meeting will be set up in the near future with finance and carefirst colleagues to investigate why these items appear on the unmatched transaction report.</p> <p>2. As for 1</p> <p>3. As for 1</p> <p>4. As for 1</p> <p>5. As for 1</p>	<p>stream will sit with the Integrated Social Care Partnership Responsible Officer will be Lead Service Manager (Older People).</p>		
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		<p>Managers for appropriate action.</p> <p>5. The completed unmatched transaction report should be reviewed and signed off by the responsible person's line manager on a monthly basis.</p> <p>6. Consideration will be given to separating the roles of those who assess and manage frontline client needs and those who are sourcing the supply of care and subsequently recording the care on the system.</p>	<p>6. Discussions are taking place to include this in the role of the 'care bureau' which is in the process of being set up within care management.</p>			
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Corporate Landlord Responsibilities	Apr-15	<p><u>Risk Rating – High</u></p> <p>(1) The Council will consider implementation of elements of suggested practice from CIPFA.</p>	<p>(1) The Council holds centralised budgets in relation to the capital plan, condition & suitability and repairs & maintenance. Revenue budgets around energy and soft facilities management are also centralised. A property asset management policy/strategy has been drafted and will go to CMT on 25 August 2016 and the Finance Policy & Resources Committee on 20 September 2016. A key task within this exercise is to further review the corporate landlord model.</p>	Director of Communities, Housing and Infrastructure	31-May-16	30-Sept-16
		<p>(3) For each property type, standard indicators of utilisation should be agreed to allow for benchmarking</p>	<p>(3) This work is still in progress. A Property Strategy has been drafted which incorporates an Action Plan</p>		31-May-16	31-Mar-17

		<p>and evaluation of value for money.</p> <p>(4) Schedules of reporting on the agreed asset utilisation information should be arranged with the different service areas.</p>	<p>highlighting that utilisation is an area for further development. Some elements of the portfolio have been considered on a project by project basis across the estate, in particular reviews of community assets. There are long standing utilisation assessments in place for corporate offices and schools. Potential methods for assessing properties in the wider estate have been devised and will be discussed with Services when resources are made available. The Service is currently looking to recruit to vacancies with appointments in place early next year. Associated work will be prioritised between then and the beginning of the next financial year.</p> <p>(4) Within the draft Property Strategy a Property Performance Report has been proposed which will be submitted to Committee. It is currently under development and will include utilisation indicators.</p>		31-May-16	31-Mar-17
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