

## ABERDEEN CITY COUNCIL

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<b>COMMITTEE</b>	Audit, Risk and Scrutiny Committee
<b>DATE</b>	4 December 2018
<b>REPORT TITLE</b>	Internal Audit Reports – Follow-up of Agreed Recommendations
<b>REPORT NUMBER</b>	IA/18/018
<b>DIRECTOR</b>	N/A
<b>REPORT AUTHOR</b>	David Hughes
<b>TERMS OF REFERENCE</b>	2.3

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### **1. PURPOSE OF REPORT**

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

### **2. RECOMMENDATIONS**

The Committee is requested to:

- 2.1 Review, discuss and comment on the issues raised within this report and the attached appendices.

### **3. BACKGROUND / MAIN ISSUES**

- 3.1 The Public Sector Internal Audit Standards require that Internal Audit monitors the implementation of agreed recommendations until they are implemented by management. The Corporate Management Team and the Audit, Risk and Scrutiny Committee receive a report from Internal Audit at each of its meeting which shows progress made.

- 3.2 However, circumstances may change following completion of an Internal Audit. Having investigated implementation more fully, a recommendation may, for example, take longer to implement, or the cost of implementation may be higher, than originally anticipated. In these circumstances either more time may be required, or management may conclude, based on the risk to the organisation, that the recommendation should no longer be implemented. Where this is the case, management will make recommendations regarding how the agreed recommendation should be treated.

- 3.3 The attached appendices show progress made by Services with completing agreed Internal Audit recommendations, based on assurances received from officers tasked with their implementation and independent checks

where appropriate. Where all recommendations contained in individual reports issued before 1 April 2018 have been completed, these are no longer shown in the appendices.

- 3.4 Where recommendations have not been completed by their original due date, reasons are provided along with recommendations from management (where appropriate) regarding how and when the agreed Internal Audit recommendation will be concluded or whether it should no longer be implemented.

**4. FINANCIAL IMPLICATIONS**

- 4.1 There are no direct financial implications arising from the recommendations of this report.

**5. LEGAL IMPLICATIONS**

- 5.1 There are no direct legal implications arising from the recommendations of this report.

**6. MANAGEMENT OF RISK**

- 6.1 The Internal Audit process considers risks involved in the areas subject to review. Any risk implications identified through the Internal Audit process are detailed in the resultant Internal Audit reports. Recommendations are made to address the identified risks and Internal Audit follows up progress with implementing those that are agreed with management. Those not implemented by their agreed due date are detailed in the attached appendices.

**7. OUTCOMES**

- 7.1 There are no direct impacts, as a result of this report, in relation to the Local Outcome Improvement Plan Themes of Prosperous Economy, People or Place, or Enabling Technology, or on the Design Principles of the Target Operating Model.

- 7.2 However, Internal Audit plays a key role in providing assurance over, and helping to improve, the Council’s framework of governance, risk management and control. These arrangements, put in place by the Council, help ensure that the Council achieves its strategic objectives in a well-managed and controlled environment.

**8. IMPACT ASSESSMENTS**

Assessment	Outcome
<b>Equality &amp; Human Rights Impact Assessment</b>	An assessment is not required because the reason for this report is for Committee to review, discuss and comment on the outcome of an internal audit. As a result, there will be no differential impact, as a result of the proposals in this report, on people with protected characteristics.
<b>Privacy Impact</b>	Not required

<b>Assessment</b>	
<b>Duty of Due Regard / Fairer Scotland Duty</b>	Not applicable

**9. APPENDICES**

- 9.1 Appendix A – Position with Agreed Recommendations – Summary.
- 9.2 Appendix B – Position with Agreed Recommendations – Cross Service.
- 9.3 Appendix C – Position with Agreed Recommendations – Commissioning.
- 9.4 Appendix D – Position with Agreed Recommendations – Customer.
- 9.5 Appendix E – Position with Agreed Recommendations – Operations.
- 9.6 Appendix F – Position with Agreed Recommendations – Resources.
- 9.7 Appendix G – Position with Agreed Recommendations – Health and Social Care Partnership.

**10. REPORT AUTHOR DETAILS**

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# APPENDIX A – SUMMARY

## POSITION WITH AGREED RECOMMENDATIONS AS AT 21 NOVEMBER 2018

The following table provides a summary of progress being made by Services with completing agreed recommendations.

On 26 June 2018, the Committee was advised that, as at 12 September 2018, there were 37 recommendations which were due to have been completed by 31 July 2018 which were not fully complete. This has reduced to 28.

The total not fully complete, which had an original due date of before 30 September 2018, is 41. Full details relating to progress, on a report by report basis, are shown in appendices B to G.

SERVICE	Agreed in reports shown in Appendices B to G	Due for completion by 31.07.18	Confirmed complete by Service	New in August and September 2018	Confirmed complete by Service	<b>Not fully complete by original due date</b>	Major	Significant	Important
<b>Cross Service</b>	28	28	27	0	0	<b>1</b>	0	1	0
<b>Commissioning</b>	25	25	19	0	0	<b>6</b>	0	6	0
<b>Customer</b>	29	8	8	8	7	<b>1</b>	1	0	0
<b>Operations</b>	100	74	66	17	8	<b>17</b>	3	7	7
<b>Resources</b>	84	50	38	4	4	<b>12</b>	0	11	1
<b>Health &amp; Social Care</b>	62	48	47	9	6	<b>4</b>	0	4	0
<b>Total</b>	<b>328</b>	<b>233</b>	<b>205</b>	<b>38</b>	<b>25</b>	<b>41</b>	<b>4</b>	<b>29</b>	<b>8</b>

# KEY TO COLOURING USED IN FOLLOWING APPENDICES

## Recommendation Grading:

Grading	Definition
Major	The absence of, or failure to comply with, an appropriate internal control which could result in, for example, a material financial loss, or loss of reputation. Financial Regulations have been consistently breached.
Significant	Addressing this issue will enhance internal controls. An element of control is missing or only partial in nature. The existence of the weakness identified has an impact on a system's adequacy and effectiveness. Financial Regulations have been breached.
Important	Although the element of internal control is satisfactory, a control weakness was identified, the existence of the weakness, taken independently or with other findings does not impair the overall system of internal control.

## Length of time overdue

Over 12 months
6 to 12 months
Less than 6 months

# **APPENDIX B**

# **CROSS SERVICE**

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	

<b>AC1623</b>	<b>Compliance with Procurement Legislation</b>	June 2016	28	28	27	1	1 Significant
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The position with the overdue recommendation is as follows:

Chief Officer	Recommendation	Grading / Due Date	Position
Integrated Children's and Family Services	The Service should ensure that spend on supplies which are likely to be used by more than one school is forecast so that appropriate Committee approval and tendering can be completed for aggregate spend (2.4.7)	Significant September 2016	<ul style="list-style-type: none"> <li>• Committee advised on 24 November 2016 that this would be complete by March 2017.</li> <li>• Committee advised on 22 June 2017 that a different approach was being taken.</li> <li>• Committee advised on 26 September 2017 that this would be complete by March 2018.</li> <li>• Committee advised on 8 May 2018 that this would be complete by June 2018.</li> <li>• Committee advised on 25 September 2018 that this would be complete by November 2018.</li> </ul> <p>The latest update from the Service is that relevant business cases on school supplies will be submitted to Strategic Commissioning Committee in March 2019, with implementation by October 2019.</p>

**APPENDIX C**  
**COMMISSIONING**



Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	

<b>AC1621</b>	<b>ALEOs</b>	February 2016	10	10	6	<b>4</b>	<b>4 Significant</b>
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The position with the overdue recommendations is as follows:

Chief Officer	Recommendation	Grading / Due Date	Position
Commercial & Procurement	Services should ensure that there is an up to date Service Level Agreement with each ALEO (2.2.6 (a))	Significant	<ul style="list-style-type: none"> <li>• Committee advised on 26 September 2017 that this would be complete by August 2018.</li> <li>• Committee advised on 25 September 2018 that reports were scheduled to go to the Strategic Commissioning Committee in September 2018 instructing the Chief Officer Commercial and Procurement Services to review and amend SLAs with ALEOs to ensure they are outcome-focused and contain robust contract management measures and to implement a standard annual performance report template, which ALEOs will be required to submit annually for performance monitoring purposes.</li> </ul>
		June 2017	
Commercial & Procurement	Services should ensure all ALEO SLAs confirm performance reporting requirements, and state that ongoing funding is subject to evidenced satisfactory performance (2.2.6 (b))	Significant	
		June 2017	
Commercial & Procurement	Services should ensure financial clauses in all SLAs accurately reflect the partners' intentions (2.4.9 (i))	Significant	
		June 2017	

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
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*(AC1621 – ALEOs – Continued)*

Chief Officer	Recommendation	Grading / Due Date	Position
Commercial & Procurement	Services should ensure all material ALEO SLAs contain a requirement for Internal Audit arrangements, and facilitate reporting of assurance gained through these arrangements to the Council (2.4.11)	Significant June 2017	As above.

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
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<b>AC1722</b>	<b>ALEOs – Management by Services</b>	August 2017	15	15	13	<b>2</b>	<b>2 Significant</b>
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The position with the overdue recommendations is as follows:

Chief Officer	Recommendation	Grading / Due Date	Position
Commercial & Procurement	Education and Children’s Services should review options for performance management within future ALEO agreements (2.4.3)	Significant September 2017	<ul style="list-style-type: none"> <li>• Committee advised on 23 November 2017 that this was being reported to the Finance, Policy and Resources Committee in December 2017.</li> <li>• Committee advised on 8 May 2018 that this would be complete by June 2018.</li> <li>• Committee advised on 25 September 2018 that reports are scheduled to go to the Strategic Commissioning Committee in September 2018 instructing the Chief Officer Commercial and Procurement Services to: review and amend SLAs with ALEOs to ensure they are outcome-focused and contain robust contract management measures and to implement a standard annual performance report template, which ALEOs will be required to submit annually for performance monitoring purposes.</li> </ul>

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
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*(AC1722 – ALEOs – Management by Services – Continued)*

Chief Officer	Recommendation	Grading / Due Date	Position
Chief Finance Officer (ACH&SCP)	The Health and Social Care Partnership should review options for performance management within future ALEO agreements (2.4.3)	Significant	<ul style="list-style-type: none"> <li>Committee advised on 25 September 2018 that this will not be complete until January 2019.</li> </ul> <p>The latest update from the Service is that the current contract with Bon Accord Care has been extended to 31 March 2019. The refreshed contract will focus on outcomes and each outcome will have a set of performance measures against it. A series of workshops and “task and finish” groups have been set up to identify and agree relevant measures for each outcome. Thereafter, there will be regular performance review meetings.</p>
		July 2018	

**APPENDIX D**

**CUSTOMER**

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	
AC1822	YourHR	February 2018	8	5	5	0	0
AC1825	Housing Support Budget	April 2018	8	7	7	0	0
AC1905	Universal Credit and Housing Rent	August 2018	6	2	2	0	0
AC1909	Timesheets and Allowances	August 2018	7	2	1	1	1 Major
The position with the overdue recommendations is as follows:							
Chief Officer	Recommendation	Grading / Due Date	Position				
Operations and Protective Services	The Service should put arrangements in place that demonstrate compliance with the Working Time Regulations regarding required rest breaks (2.6.5)	Major September 2018	The Service has advised that a review has commenced of the details of the Business Case and associated documentation with regard to the re-negotiation of the craftworkers terms and conditions. This review is being currently being carried out by the service with support from HR. Once the review of the business case has been completed consideration will be given to the proposed re-negotiation of the Craft Workers Terms and Conditions. A review of the Business Case has been carried out and a draft updated Business Case has been completed. It is intended to finalise the Business Case and progress this to CMT.				

**APPENDIX E**

**OPERATIONS**

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	

<b>AC1602 AW</b>	<b>Craft Workers Terms and Conditions</b>	October 2015	9	9	5	4	1 Major 3 Significant
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The position with the overdue recommendations is as follows:

Chief Officer	Recommendation	Grading / Due Date	Position
Operations and Protective Services	The Service should renegotiate the Agreement based on current working practice (2.2.6)	Major June 2016	<ul style="list-style-type: none"> <li>• Committee advised on 27 September 2016 that this would be complete by December 2016.</li> <li>• Committee advised on 23 February 2017 that this would be complete as soon as possible in 2017.</li> <li>• Committee advised on 22 June 2017 that this would be complete in the near future.</li> <li>• Committee advised on 26 September 2017 that this would be complete by June 2018.</li> <li>• Committee advised on 25 September 2018 that this is to be subject to review and will be included in the work-plan for delivery of the transformation programme.</li> </ul> <p>The Service has advised that a review has commenced of the details of the Business Case and associated documentation with regard to the re-negotiation of the craftworkers terms and conditions. This review is being currently being carried out by the service with support from HR. Once the review of the business case has been completed consideration will be given to the proposed re-negotiation of the Craft Workers Terms and Conditions. A review of the Business Case has been carried out and a draft updated Business Case has been completed. It is intended to finalise the Business Case and progress this to CMT.</p>



Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	

Chief Officer	Recommendation	Grading / Due Date	Position
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*(AC1602AW – Craft Workers Terms and Conditions – Continued)*

Operations and Protective Services	The Service should complete the roll out of the hand held system to ensure that periods of stand-by are covered (2.3.13)	Significant	Updates are shown against recommendation 2.2.6, above.
		June 2016	
Operations and Protective Services	The Service should consider whether such payments remain appropriate (2.3.14)	Significant	
		June 2016	
Operations and Protective Services	The Service should consider whether calls that have been cancelled within a short period of having been lodged should be verified to confirm the identity of the caller (2.3.16)	Significant	
		June 2016	

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
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<b>AC1705</b>	<b>Roads Payroll</b>	August 2016	22	21	20	1	1 Important
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The position with the overdue recommendation is as follows:

Chief Officer	Recommendation	Grading / Due Date	Position
Operations and Protective Services	The Service should review options to ensure all relevant duties (including supervision, administration and vehicle checks) can be completed within contractual hours (2.2.13)	Important February 2017	<ul style="list-style-type: none"> <li>• Committee advised on 22 June 2017 that this would be complete by December 2017.</li> <li>• Committee advised on 22 February 2018 that this would be complete by August 2018.</li> <li>• Committee advised on 25 September 2018 that this would be complete by December 2018.</li> </ul> <p>The Service has advised that a review has commenced of the details of the Business Case and associated documentation with regard to the re-negotiation of the craftworkers terms and conditions. This review is being currently being carried out by the service with support from HR. Once the review of the business case has been completed consideration will be given to the proposed re-negotiation of the Craft Workers Terms and Conditions. A review of the Business Case has been carried out and a draft updated Business Case has been completed. It is intended to finalise the Business Case and progress this to CMT.</p>

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	

<b>AC1808</b>	<b>Vehicle Maintenance</b>	October 2017	20	20	13	7	1 Major
							2 Significant
							4 Important

The position with the overdue recommendations is as follows:

Chief Officer	Recommendation	Grading / Due Date	Position
Operations and Protective Services	The Service should ensure that Service Level Agreements are in place between Fleet with all Services for which the maintenance and servicing of vehicles is undertaken, and that these are reviewed periodically (2.3.2)	Important	<ul style="list-style-type: none"> <li>Committee advised on 26 June 2018 that these would be complete by July 2018.</li> <li>Committee advised on 25 September 2018 that some Services have now signed and returned Service Level Agreements. Internal Audit was awaiting confirmation that all Service Level Agreements have been signed and returned.</li> </ul> <p>The latest update from the Service is that this will be done by 4 December 2018.</p>
		April 2018	
Operations and Protective Services	The Service should ensure that the chargeable hourly rate and the mark-up on parts is reviewed regularly to determine if these are reasonable (2.3.5)	Significant	The Service has advised that this is unlikely to be achieved until April 2019 to allow for a review of the Fleet Management System.
		April 2018	

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	

Chief Officer	Recommendation	Grading / Due Date	Position
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*(AC1808 – Vehicle Maintenance – Continued)*

Operations and Protective Services	The Service should ensure that Job Checklist cards are completed (2.4.9)	Important	The Service has advised that this is unlikely to be achieved until April 2019 to allow for a review of the Fleet Management System.
		April 2018	
Operations and Protective Services	The Service should clarify the charging policy to staff (2.4.10)	Important	
		April 2018	
Operations and Protective Services	The Service should review system or other options to obtain assurance over all sources of rechargeable income and returns (2.4.11)	Important	
		April 2018	

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	

Chief Officer	Recommendation	Grading / Due Date	Position
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*(AC1808 – Vehicle Maintenance – Continued)*

Operations and Protective Services	The Service should ensure that Procurement Standing Orders are adhered to (2.7.5)	Major	The Service has advised that this is unlikely to be achieved until April 2019. Contracts need to be put in place with relevant suppliers and training is required in relation to the full suite of Procurement Regulations. The Service is working with Commercial and Procurement Services to achieve this.
		April 2018	
Operations and Protective Services	The Service should ensure purchase orders including detail of costs and content are raised and authorised in advance of work or supplies being ordered (2.7.8)	Significant	
		April 2018	

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	
<b>AC1817</b>	<b>Vehicle Usage</b>	January 2018	8	3	2	1	1 Important
The position with the overdue recommendation is as follows:							
Chief Officer	Recommendation	Grading / Due Date	Position				
Operations and Protective Services	Fleet should have oversight of relevant driving records (2.1.11)	Important September 2018	The Service has advised that they are currently addressing GDPR issues around driver licence checks with the provider of the service and anticipate resolving this by January 2019.				
<b>AC1803</b>	<b>Health and Safety - SSERC</b>	September 2017	17	16	16	0	0

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	
<b>AC1811</b>	<b>Placing Requests</b>	November 2017	9	8	6	2	1 Significant
							1 Important
Progress with the overdue recommendations is as follows:							
Chief Officer	Recommendation	Grading / Due Date	Position				
Integrated Children's and Family Services	The Service should prepare detailed procedures for the placing request process (2.1.3)	Significant	<ul style="list-style-type: none"> <li>Committee advised on 8 May 2018 that this would be complete by July 2018.</li> <li>Committee advised on 26 June 2018 that these would be complete by January 2019.</li> </ul>				
		January 2018					
Integrated Children's and Family Services	The Service should rationalise application forms used to a single form. The Service will implement a new system which will enable this, but is dependent on prioritisation of IT transformation projects (2.2.1)	Important	<ul style="list-style-type: none"> <li>Committee advised on 26 June 2018 that these would be complete by January 2019.</li> </ul>				
		April 2018					
<b>AC1826</b>	<b>Out of Authority Placements</b>	April 2018	6	6	6	0	0

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	

AC1829	Stores Purchasing	April 2018	9	8	6	2	1 Major
							1 Significant

The position with the overdue recommendation is as follows:

Chief Officer	Recommendation	Grading / Due Date	Position
Operations and Protective Services	The Service should ensure that spend with off contract Suppliers (due to transitional arrangements) is monitored, in lieu of new contractual arrangements being put in place, with appropriate action being taken where expenditure is noted as excessive (2.1.7)	Significant	There has been no update from the Service.
		September 2018	
Operations and Protective Services	The Service, in conjunction with Commercial and Procurement Services, should develop and implement a forward plan for procurement to ensure that future tendering exercises are completed prior to the expiry of existing contracts (2.2.12.b)	Major	There has been no update from the Service.
		September 2018	



# **APPENDIX F**

# **RESOURCES**

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	

<b>AC1714</b>	<b>Land and Buildings</b>	February 2017	9	9	8	<b>1</b>	<b>1 Significant</b>
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Progress with the overdue recommendation is detailed below:

Chief Officer	Recommendation	Grading / Due Date	Position
Corporate Landlord	Housing stock numbers held in the above systems should be reconciled prior to providing Estates with a record of properties to be revalued (2.7.6)	Significant May 2018	<ul style="list-style-type: none"> <li>Committee advised on 25 September 2018 that progress with this is being discussed with the Chief Officer – Corporate Landlord.</li> </ul>

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	

<b>AC1805</b>	<b>Attendance Management</b>	August 2017	9	9	5	4	3 Significant
							1 Important

The position with the overdue recommendations is as follows:

Chief Officer	Recommendation	Grading / Due Date	Position
People and Organisation	The Service should review, and update where necessary, the Maximising Attendance policy, guidance and training (2.1.3)	Important	<ul style="list-style-type: none"> <li>Committee advised on 8 May 2018 that this would be complete by September 2018.</li> <li>Committee advised on 25 September 2018 that this would be complete as soon as it is approved by Committee (1 November 2018).</li> </ul> <p>The latest update from the Service is that the Policy was approved by the Staff Governance Committee on 1 November 2018 for implementation on 1 January 2019. The Service is working on the necessary supporting documentation, training module, and communications in advance of the launch. However, some of the management briefings will be undertaken during the early part of 2019 with completion anticipated by the end of January 2019.</p>
		February 2018	
People and Organisation	All Services should be reminded of the Policy requirements in relation to recording absences and the management actions that need to be taken when an employee returns to work (2.2.9)	Significant	As for recommendation 2.1.3, above.
		March 2018	

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	

*(AC1805 – Attendance Management – Continued)*

Chief Officer	Recommendation	Grading / Due Date	Position
People and Organisation	Once the training on the Maximising Attendance policy has been reviewed and updated as necessary, HR should promote its completion amongst managers (2.3.4a)	Significant	As for recommendation 2.1.3, above.
		March 2018	
People and Organisation	HR should continue to work with Services to ensure that all staff are aware of how to access guidance and support when administering the Maximising Attendance Policy (2.3.4b)	Significant	As for recommendation 2.1.3, above.
		March 2018	

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	

<b>AC1806</b>	<b>Corporate Landlord Responsibilities</b>	September 2017	9	9	5	4	4 Significant
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The position with the overdue recommendations is as follows:

Chief Officer	Recommendation	Grading / Due Date	Position
Corporate Landlord	Asset Management should work with the Health & Safety Team to align Service and Corporate Policies (2.2.6)	Significant	<ul style="list-style-type: none"> <li>Committee advised on 25 September 2018 that this would be complete by December 2018.</li> </ul>
		March 2018	
Corporate Landlord	The Service should formalise the procedures used to demonstrate compliance with its Corporate Landlord Responsibilities and other cyclical maintenance activities (2.2.3)	Significant	<ul style="list-style-type: none"> <li>Committee advised on 25 September 2018 that this would be complete by October 2018.</li> </ul>
		June 2018	

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	<b>Not implemented by original due date</b>	

*(AC1806 – Corporate Landlord Responsibilities – Continued)*

Chief Officer	Recommendation	Grading / Due Date	Position
Corporate Landlord	The Service should ensure data regarding its Corporate Landlord Responsibilities is maintained centrally, accurately and up to date (2.3.8)	Significant June 2018	<ul style="list-style-type: none"> <li>Committee advised on 25 September 2018 that this would be complete by October 2018.</li> </ul>
Corporate Landlord	The Service should ensure it has assurance that all property in which the Council has an interest is statutorily compliant (2.3.13)	Significant June 2018	<ul style="list-style-type: none"> <li>Committee advised on 25 September 2018 that this would be complete by October 2018.</li> </ul>

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
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<b>AC1814</b>	<b>Travel Costs</b>	November 2017	13	12	9	<b>3</b>	<b>3 Significant</b>
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The position with the overdue recommendations is as follows:

Chief Officer	Recommendation	Grading / Due Date	Position
Finance	Procedures should be put in place to ensure that the most cost effective method of travel is approved in advance with consideration given to restricting claims for journeys outwith the Council's boundaries to the cost equivalent of the cheapest option (2.2.9)	Significant	<ul style="list-style-type: none"> <li>Committee advised on 26 June 2018 that revised timescales for completion of the review had not yet been determined.</li> <li>Committee advised on 25 September 2018 that this would be complete by November 2018.</li> </ul> <p>The latest update from the Service is that the Staff Governance Committee deferred consideration of the Staff Travel Policy to its January 2019 meeting to allow for consultation with the Trade Unions. This action will now be complete by February 2019.</p>
		March 2018	
Finance	The approval process for foreign travel should be reviewed and complied with (2.6.5)	Significant	<ul style="list-style-type: none"> <li>Committee advised on 26 June 2018 that revised timescales for completion of the review had not yet been determined.</li> <li>Committee advised on 25 September 2018 that this would be complete by November 2018.</li> </ul> <p>The latest update from the Service is that the Staff Governance Committee deferred consideration of the Staff Travel Policy to its January 2019 meeting to allow for consultation with the Trade Unions. This action will now be complete by February 2019.</p>
		March 2018	

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	

*(AC1814 – Travel Costs – Continued)*

Chief Officer	Recommendation	Grading / Due Date	Position
Finance	Services should be reminded to ensure that travel applications are forwarded to the Travel Team as soon as possible to ensure that cost effective travel arrangements can be made (2.6.6)	Significant March 2018	<ul style="list-style-type: none"> <li>Committee advised on 26 June 2018 that revised timescales for completion of the review had not yet been determined.</li> <li>Committee advised on 25 September 2018 that this would be complete by November 2018.</li> </ul> <p>The latest update from the Service is that the Staff Governance Committee deferred consideration of the Staff Travel Policy to its January 2019 meeting to allow for consultation with the Trade Unions. This action will now be complete by February 2019.</p>

<b>AC1818</b>	<b>Capital Plan</b>	April 2018	7	7	7	0	0
<b>AC1819</b>	<b>Capital Contracts</b>	February 2018	8	4	4	0	0
<b>AC1823</b>	<b>Fixed Asset Register</b>	August 2018	7	2	2	0	0
<b>AC1901</b>	<b>Creditor Interfaces</b>	August 2018	5	0	0	0	0



Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	
<b>AC1902</b>	<b>Debtors System</b>	August 2018	14	2	2	<b>0</b>	0
<b>AC1906</b>	<b>VAT</b>	August 2018	3	0	0	<b>0</b>	0

# **APPENDIX G**

## **HEALTH AND SOCIAL CARE** **PARTNERSHIP**

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	
<b>AC1617</b>	<b>Self-Directed Support</b>	October 2016	21	21	20	1	1 Significant
Progress with the overdue recommendations is detailed below:							
Chief Officer	Recommendation	Grading / Due Date	Position				
Head of Strategy and Transformation (ACC H&SCP)	The Service should finalise and implement the Contributing to Your Care and Support Policy and guidance (2.4.2)	Significant March 2017	<ul style="list-style-type: none"> <li>• Committee advised on 22 June 2017 that this would be complete by October 2017.</li> <li>• Committee advised on 23 November 2017 that this would be complete by April 2018.</li> <li>• Committee advised on 8 May 2018 that this would be complete by September 2018.</li> <li>• Committee advised on 25 September 2018 that this would be complete by March 2019.</li> </ul>				
<b>AC1801</b>	<b>Adult Client Transport</b>	September 2017	13	12	12	0	0
<b>AC1813</b>	<b>Financial Assessments</b>	February 2018	15	13	13	0	0

Report Number	Report Title	Date Issued	Number of Recommendations				Grading of overdue recommendations
			Agreed in Report	Due for implementation by 30.09.18	Confirmed Implemented by Service	Not implemented by original due date	

<b>AC1828</b>	<b>Care Management</b>	April 2018	13	11	8	<b>3</b>	<b>3 Significant</b>
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The position with the overdue recommendations is as follows:

Chief Officer	Recommendation	Grading / Due Date	Position
Chief Finance Officer (IJB)	The Service should update, standardise and simplify their written procedures, and ensure all staff have access to them. (Revise, expand and share with practitioners making it clear what should be recorded on system and when) (2.1.1)	Significant	The Service has advised that CareFirst Training Notes are updated and a timetable for reviewing the individual Practice Notes on a rolling programme is to be arranged by Business Support, in liaison with Adult Social Care's Management Team. This programme will be agreed in December 2018.
		September 2018	
Chief Finance Officer (IJB)	The Service should ensure arrangements for budgeting, managing payments via CareFirst, and monitoring third party use of funds, are developed for SDS Option 2 (SDS Board action plan) (2.3.5)	Significant	The Service has advised that progress has been made in relation to budgeting and this work will be complete by April 2019. Some Option 2 payments that have a direct correlation to commissioned services, and can therefore be accurately budgeted, are now being managed via CareFirst. The remainder will go onto CareFirst as soon as the work on budgeting is complete.
		September 2018	
Chief Finance Officer (IJB)	The Service should conclude the review of its residential property portfolio in conjunction with Housing (2.3.14)	Significant	As there is a budget implication following the reviews this will be reported to the Aberdeen City Integration Joint Board in January 2019.
		September 2018	