

Bon Accord Care - Appendix F

	Assurance Request	ALEO Response and Hub Commentary	Risk Rating
Governance	<p>Assurance required on training and development of Board members including any changes to Board structure, rationale for any structure changes, and training plans for Board members.</p> <p>Please provide details of any recent or planned structure changes and training plans for Board members. In particular, provide assurance around the integration of the new Managing Director from other Board members' perspective.</p>	<p>The Hub noted that there had been no recent or planned changes to the BAC Board. All Non-Executive Directors, with one exception, have been appointed since the start of 2021 following a detailed recruitment process and the Hub noted that BAC had commenced work on the continuous development of its Board members, which included Board Development days covering topics such as risk, financial risk and health and safety.</p> <p>The Hub was advised that since joining in July 2021, the BAC Managing Director had ensured significant interaction with the BAC Board and the Chair, as well as the Chairs of the BAC Committees. The Hub noted that the Managing Director had been assisting the Board with considerable improvements made to the overall BAC Governance and Assurance frameworks which were now in place and the Hub was assured that BAC would be providing an analysis of this work in advance of the Hub meeting in December. In particular, BAC are producing a Local Code of Governance and Governance Handbook which have been reviewed by the Council's Chief Officer - Governance. The Hub will review this at the December cycle of meetings as well as evidence of how these are being embedded in the organisation.</p>	Very Low
	<p>Assurance sought that key policies are in place with a review schedule in place, and that policies are developed using a risk-based approach.</p> <p>Evidence that key organisational policies are in place and regularly reviewed, in particular policies which regulate internal controls such as Health and Safety, Fraud Prevention/Detection, Data Protection, etc This may be evidenced through a policy register or schedule and it would be helpful to see a sample of policies also.</p>	<p>The Hub was advised that BAC had a Quality Management System in place which underpinned its operations across the organisation. The QMS contains BAC's key organisational policies and procedures across the following areas - (1) business (quality and finance); (2) operations; (3) facilities management; (4) HR; and (5) learning and development.</p> <p>The Hub noted that the QMS had been built up in accordance with ISO9001 accreditation and BAC had been audited and had retained the accreditation since it had been awarded.</p> <p>The Hub was provided with an overview of various policies (which were also provided) which included Health and Safety and Data Protection and agreed that this provided a good level of assurance. With regard to fraud prevention/detection, the Hub noted that a number of processes and controls were in place to prevent/mitigate against fraud, however BAC did not currently have a formal Counter Fraud Policy in place and steps were being taken to address this. In that regard, the Hub agreed that an update be provided on its development for the December meeting.</p>	Low
	<p>Assurance required that risks are being regularly reviewed in accordance with the organisation's agreed risk management policy, are kept under regular review with control actions monitored to completion, and are linked to the achievement of outcomes for the ALEO and the Council.</p> <p>This area will be explored in more depth in the December cycle, however could you provide a high level summary of the</p>	<p>The Hub was provided with an overview of the effects of the Cost of Living and the on-going effects of Covid-19. BAC have identified these risks and potential impacts from both a staffing and a service delivery/operational perspective and provided detail of mitigating activities including increasing budgets in specific areas and monitoring activities by the BAC Wellbeing Team.</p>	Very Low

Risk	<p>Assurance sought that ALEOs have risk-based internal and external audit plans in place and a process to address and close out audit recommendations to completion.</p> <p>Assurance sought that there have been no internal control failures or that any failures have been addressed and/or notified if they are of significance to the Council.</p> <p>Please provide a summary of BAC's internal and external audit plans for the current year (and beyond, if available) and detail the process that is followed to close off audit recommendations. Provide details of any high graded recommendations on the back of internal or external audit, or any regulatory activity, in the last 12 months.</p>	<p>BAC confirmed that there are no external audit recommendations resulting from the external audit conducted by Johnston & Carmichael and confirmed that any recommendations would be raised and progressed via the Audit and Assurance Committee.</p> <p>The Hub was advised that Anderson, Anderson & Brown have been appointed as new external auditors for a 3-year period.</p> <p>Henderson Loggie have recently been appointed as BAC's internal auditors for a 3-year period. A copy of Henderson Loggie proposal document was provided which detailed the "Audit+" risk based approach to audit planning for BAC.</p> <p>The details provided evidence of improvements to the arrangements for both external and internal audit.</p>	Very Low
Finance	<p>Assurance required that accounts are being managed within budget, that the level of financial risk to the Council is low and that there is compliance with the Following the Public Pound Code of Practice.</p>	<p>The Hub noted that the detailed budget monitoring and full year forecasts were updated on a monthly basis and detailed monitoring reports are submitted to the Board on each area of operation for their review and discussion, with the need to achieve a balanced budget discussed. This is in line with best practice. During 2020-21 and 2021-22 Covid has obviously been a major challenge as BAC deal directly with elderly and vulnerable service users and an enhanced hygiene/contact regime had to be put in place with access to additional Scottish Government funding being required to minimise these additional costs. The Board papers provided indicate that potential challenges and progress on in year savings, as well as any potential knock on effect of Scottish Government funding initiatives were also highlighted to the Board as they arose.</p>	Low
	<p>Assurance sought that ALEOs undertake medium-term financial planning or have incorporated medium term planning into a Business Plan to provide assurance that ALEOs are prepared for core funding pressures. Again this ensures compliance with the Following the Public Pound Code of</p>	<p>The Hub noted that the current 2020 BAC medium-term financial plan (MTFP) is scheduled to be updated during Q2 and Q3 following finalisation of ACHSCP's Strategy for 2022 – 2025. Work on updating the MTFP will be undertaken in conjunction with the strategic review. The Hub will review and report on this as it becomes available..</p>	Low
	<p>Assurance sought that accounts are being managed within budget, are in line with statutory requirements and Following the Public Pound Code of Practice, and that the level of financial risk to the Council is low.</p>	<p>The Hub noted that the 2020-21 annual accounts were submitted timeously and the auditors had raised no matters of concern. there is evidence that BAC accessed all Covid related funding available during 2021-22 and met their 2021-22 saving targets. High Level draft figures for 2021/22 have been submitted to ACC but these are still subject to audit. The outcome of this audit will be reported to the next appropriate committee meeting.</p>	Low