Action Points Behind Schedule – Internal Audit

A – Review of the Ferry Service

Ref	Action Point / Implication	Department / Head of Service	Explanation for delay	Risk Grading	Original implementation date	Revised implementation date
2	Fares are quite high in relation to other providers but are not related to a target level of income or a set level of affordability.	Head of Roads and Amenity Services	Best Value review ongoing – at consultation stage.	Material	September 2004	The report was submitted to SPC on 5th May 2005. Consultation period to end September 2005.
6	The objectives of the ferry service are not supported by clear targets and that data is not collected that would enable assessment against the objectives.	Head of Roads and Amenity Services	As above.	Fundamental	October 2004	As above.
8	Only the Lismore ferry has a comments / complaints procedure for passengers to provide their views on the service.	Head of Roads and Amenity Services	As above.	Fundamental	Immediate	As above.
11	There are no monitoring arrangements in place for ensuring that the operators of the Jura and Lismore services are adhering to the terms of their contracts.	Head of Roads and Amenity Services	As above.	Fundamental	Immediate	As above.

12	Audit review has identified that there are considerable potential advantages for contracting out either the operation or the operation and ownership of the Council's ferries or bringing the entire operation in house.	Head of Roads and Amenity Services	Best Value review ongoing – at consultation stage.	Fundamental	February 2005	The report was submitted to SPC on 5th May 2005. Consultation period to end September 2005.
14	There is a perceived lack of consensus as to the strategic objectives that the ferry service should have in the future.	Head of Roads and Amenity Services	As above.	Fundamental	December 2004	As above.
15	See point 14 above.	Head of Roads and Amenity Services	As above.	Material	October 2004	As above.
16	Internal Audit has allocated the potential risks of operating the ferry service to the Council and a third party in various options for the future of the service.	Head of Roads and Amenity Services	As above.	Material	February 2005	As above.

C – Joint Futures

Ref	Action Point / Implication	Department / Head of Service	Explanation for delay	Risk Grading	Original implementation date	Revised implementation date
10	There are a number of key steps required in the implementation of single shared assessment.	Head of Integrated Care	Arrangements for implementation of Single Shared Assessment are well advanced and ongoing including appropriate training. Single Shared Assessment has been implemented for all Community Care client groups across Health and Social Work staff. However, • Haven't properly engaged with Housing staff. • System continues to be paper system. Timescale for e-care solution is unclear since Scottish Executive "pulled" e-care from MGF3 funding. We await further announcement from Scottish Executive re future funding.	Material	March 2005	Note Single Shared Assessment is presently being reviewed with updated briefing for NHS, Social Work and Housing Staff prior to 30th September 2005

D – Car Allowances

Ref	Action Point / Implication	Department / Head of Service	Explanation for delay	Risk Grading	Original implementation date	Revised implementation date
2	Some staff may not be aware of the basic guidelines with regard to the completion and submission of travel claims.	Appropriate Heads of Service - Community Services	A draft protocol has been produced for the former Housing & Social Work department and Community Services is looking to implement it across the department.	Material	December 2004	July 2005

E – Best Value Review

Ref	Action Point / Implication	Department / Head of Service	Explanation for delay	Risk Grading	Original implementation date	Revised implementation date
6	Departmental personnel procedures are not currently monitored by Personnel Services to ensure consistency of approach throughout the Council.	Head of Personnel Services	Work not yet undertaken due to resource constraints and other priorities.	Material	Commence a.s.a.p. report March 2005	Revised target date September 2005.
9	The agreed actions from this review have not been fully implemented or reported on.	Lead officer of Legal Services Scrutiny Review Team	A report went the SMT on 16th December 2003. The principal recommendation from that report was to look at entering into a strategic partnership with an external legal firm. That recommendation was taken forward and there were a series of subsequent reports to the Strategic management team (SMT) on the matter culminating in an advert appearing in	Material	January 2005	After May 2005

			both the Scotsman and the Herald within the last few weeks seeking expressions of interest from legal firms. The closing date for expressions of interest is 26th May following which an evaluation process will take place.			

F – Property Asset Management

Ref	Action Point / Implication	Department / Head of Service	Explanation for delay	Risk Grading	Original implementation date	Revised implementation date
1	The Council should decide whether a single asset management and asset register system should be adopted.	Head of Transportation & Infrastructure	The Chief Asset Manager submitted a report 'Asset Management Update' to the August Audit Committee. Now that the Council has approved a council wide Asset Management Strategy, a report is being submitted to SMT on 24th May 2005 outlining the way forward and requesting resources to progress this issue.	High	30 September 2004	This will be established after SMT meeting on 24th May 2005.
5	A unique Gazetteer reference should be included in Registers to assist cross-referencing.	Head of Transportation & Infrastructure	As above.	High	30 September 2004	This will be established after SMT meeting on 24th May 2005.

Ref	Action Point / Implication	Department / Head of Service	Explanation for delay	Risk Grading	Original implementation date	Revised implementation date
6	A complete review of title deeds should be undertaken to confirm the completeness of the Asset Register.	Head of Legal and Protective Services	A lack of resources has meant that this task has progressed less quickly than had been originally anticipated.	High	30 September 2004	June 2005
13	Appropriate property data should be obtained in accordance with the timetable for the introduction of the asset management plan.	Head of Transportation & Infrastructure	The Chief Asset Manager submitted a report 'Asset Management Update' to the August Audit Committee. Now that the Council has approved a council wide Asset Management Strategy, a report is being submitted to SMT on 24th May 2005 outlining the way forward and requesting resources to progress this issue.	Medium	Date to be agreed once Chief Asset manager in post.	This will be established after SMT meeting on 24th May 2005.
14	Transport & Infrastructure should formulate a working group made up of the internal contributors of property data to develop Asset Management.	Head of Transportation & Infrastructure	As above.	Medium	Date to be agreed once Chief Asset manager in post.	This will be established after SMT meeting on 24th May 2005.
15	An exercise should be conducted to determine how compatible the current property IT systems are for supplying data for the corporate asset management system when this is developed.	Head of Transportation & Infrastructure	As above.	Low	Date to be agreed once Chief Asset manager in post.	This will be established after SMT meeting on 24th May 2005.

G – Purchase of Equipment & Materials

Ref	Action Point / Implication	Department / Head of Service	Explanation for delay	Risk Grading	Original implementation date	Revised implementation date
4	There does not appear to be an agreed procedure for adding new suppliers to or deleting obsolete suppliers from the approved list.	Head of ICT & Financial Services	There are procedures for creating a supplier which basically involve checking for existence within the system and placing the correct information in each field. A major flaw is that by the time Creditors section are involved the transaction with the supplier has already been completed. There doesn't appear to be any controls in placing orders with new suppliers. This will only be solved by the global adoption of eProcurement and a working procurement strategy. Creditors will have a report on new suppliers created from the Oracle to Comino interface on supplier data updates from mid May 2005.	Fundamental	As soon as possible after June 2004	Ongoing