

**RECENT EXTERNAL AUDIT ISSUED REPORTS 2004 – 2005.**

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**1. SUMMARY**

This report contains the executive summary and action plan for new reports issued by Audit Scotland since the last Audit Committee. Where Internal Audit has performed a review of the progress made by management in implementing report recommendations, this has been reported below. (See Appendix 1). These reports will be incorporated into the new reporting system for the next Audit Committee.

**2. RECOMMENDATIONS**

2.1 The contents of this report are noted and are to be followed up by Internal Audit.

**3. DETAILS**

3.1 On the 3<sup>rd</sup> of June 2005 a draft Audit Scotland report entitled, “Information Management Review”, was provided to the Audit Committee. The report covered, Information Management, Data Protection and the preparedness of the Council for the introduction of Freedom of Information legislation. The finalised executive summary and action plan are provided in Appendix 1. Internal Audit can report that as at the 8<sup>th</sup> of August 2005 out of the 7 recommendations contained in the Action Plan, only one remains to be implemented. Internal Audit has been advised that for the remaining recommendation the implementation date will move from June to September 2005, as new regulations issued by the Government are to be incorporated into the Council’s Data Protection Policy.

3.2 Audit Scotland issued a report in April 2005 entitled, “Improving customer service through better customer contact”. The report was the result of a national examination of the efforts of councils to improve customer service through better customer contact. Internal Audit is discussing with the management of both Policy & Strategy and Democratic Services & Governance, how best to address the report’s recommendations. Once an approach to identifying those report findings that require implementation is defined, Internal Audit will report back to the Audit Committee. The key findings of this national report are provided in Appendix 2.

3.3 At the beginning of August 2005, Audit Scotland issued a report entitled, “Web Overview”. The report was produced after an audit of the Council website. The overall conclusion from the report was that the Council website encourages interaction between the public and the Council. The review identified several areas where further improvements to the management and operation of the website could be made. As a result an Action Plan accompanies the report detailing 9 recommendations for improvement. Implementation dates stretch from the end of September 2005 to March 2006. As at the 18<sup>th</sup> of August 2005, management have advised Internal Audit that implementation of all recommendations is progressing to timetable. The Executive Summary and Action Plan are given in Appendix 3.

**4. CONCLUSIONS**

Implementation of recommendations will continue to be monitored by Internal Audit.

**5. IMPLICATIONS**

5.1	Policy:	None
5.2	Financial:	None
5.3	Personnel:	None
5.4	Legal:	None
5.5	Equal Opportunities:	None

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