



Internal Audit Report

Chief Executive's Unit

Review of SMT Decisions

January 2008

4 SUMMARY OF MAIN FINDINGS

- 4.1 Internal Audit found that whilst the majority of the action points have either been completed or are in the process of being completed there were still some that remain outstanding.
- 4.2 The sample list of decisions taken was as follows:
1. Tender Returns Overview and Future Procurement Options.
 2. Procurement Savings 2005/06 to 2006/07.
 3. Website development.
 4. Equality Impact Assessment.
 5. Mobile phone contract.
 6. Oban Property options.
 7. Internal Waste Audit Report.
 8. Stress and Attendance Management.
 9. Anti-Social Behaviour Group.
 10. Gaelic Language Plan.
 11. Broadband Pathfinder.
 12. Estates Partnership.
 13. Performance Development Reviews.
 14. Best Value Review of Environmental Health.
 15. Child Care Voucher Scheme.
 16. Review of Corporate Complaint Handling Process.
- 4.3 The Audit found that of the 16 points listed in 4.2 above, 7 points have been fully addressed. 6 other actions are actively being addressed and where appropriate have new implementation dates. The remaining 3 have either still to be addressed or no responses have been received on the progress of the actions.

4.4 The Current position with the actions is as follows:-

1. Tender Returns Overview and Future Procurement Options.

A seminar was held for Property Services staff in Argyll House, Dunoon. Staff then visited Dundee City Council to see what procedures were used there. A report on Contract Procurement – Change to Standing Orders was submitted to SPC on 15 June 2006 and was approved.

2. Procurement Savings 2005/06 to 2006/07.

The Head of ICT & Financial Services has informed us that Pecos is being rolled out to all schools at present with a target to complete this by 31 March 2008. The Exchequer Manager submitted a report to the Shared Services and Procurement Board on 18 January 2008. There were no new collaborations during 2006/07 due to emphasis switching to the establishment of Scotland Excel. Our resource has been spent supporting the bid for EGF funding (£4.5m was achieved) and in supporting the project. The business case for Scotland Excel was submitted to the Executive for approval on 20 December 2007. The main new savings in this year were on phones.

3. Website development.

Development of the website is ongoing. It has been delayed because of resource issues but it is aimed to go live in February 2008.

4. Equality Impact Assessment.

The only responses received were from Development Services and Operational Services.

In the case of Development Services, 6 of the 9 assessments have been completed by January 2008. The remaining 3 have completion dates from March 2008 to February 2009.

Operational Services have provided dates for carrying out the assessments. They vary from the end of January 2008 to the end of December 2008.

5. Mobile phone contract.

The Head of ICT & Financial Services submitted a report to SMT on 2 October 2007 detailing the savings.

6. Oban Property options.

The Outline Business Case is scheduled to be completed in 2008/09 with the required works to be undertaken in 2009/10

7. Internal Waste Audit Report.

Operational Services have taken some measures in terms of reducing waste amounts collected. This has not gone as far as it could in terms of involving other departments. This task has now been passed to the Head of Facility Services to progress.

8. Stress and Attendance Management.

A new Managing Attendance Manual came into effect on 1 August 2007.

9. Anti-Social Behaviour Group.

The ASBO group meets regularly and the Council is audited by the Scottish Government on performance against agreed outcomes. The Scottish Government wrote to the Head of Democratic Services & Governance in December 2007 confirming that the Council achieved the highest level of performance for the year to April 2007.

10. Gaelic Language Plan.

The Gaelic Language Plan was submitted to Bord na Gaidhlig on 30 November 2007. However they have advised that it might be some time before they give their approval. We have a grant from the Bord's Implementation Fund and are starting to implement the Plan as the Council has already approved it.

11. Broadband Pathfinder.

We are on target for Argyll & Bute rollout. The contract was signed in March 2007. The Head of ICT & Financial Services expected to get a further update prior to the Project Board meeting for 14 December 2007. This project will continue to end of March 2009.

12. Estates Partnership.

We have received no response from the Head of Legal & Protective Services.

13. Performance Development Reviews.

The revised process was introduced in January 2007. A postmaster notice was issued on 28 June 2007 and the revised paperwork is available from the public folders.

14. Best Value Review of Environmental Health.

The review has been extended to include Protective Services, Trading Standards, Licensing and office administrative support. The review was delayed due to the expanded scope. Brodies have been engaged and their report is now due by the end of February 2008.

15. Child Care Voucher Scheme.

Questionnaires have been issued to staff via postmaster on 8 January 2008.

16. Review of Corporate Complaint Handling Process.

Guidelines on Complaints Handling and Complaints leaflet have been issued.

- 4.5 The Audit found that not all of the actions agreed at SMT are being progressed and implemented by the agreed timescale. Some actions have been delayed, although there may be reasonable explanations for situations like this arising.

APPENDIX 1

ACTION PLAN

ACTION PLAN NO	PARAGRAPH	GRADE	WEAKNESSES IDENTIFIED	AGREED ACTION	RESPONSIBLE OFFICER	DATE OF IMPLEMENTATION
1	4.3	Fundamental	Decisions made by SMT were not always being implemented by departments	All actions behind schedule should be implemented as soon as possible if they are still relevant.	SMT	31 March 2008
2	4.3	Fundamental	Decisions made by SMT were not always being implemented by departments	SMT should provide an action mandate for each SMT meeting detailing agreed actions, the responsible officer and the date for completion of the action.	SMT	Immediate
3	4.3	Fundamental	Decisions made by SMT were not always being implemented by departments	There should be a follow up of the actions to ensure that SMT decisions have been carried out by the due date.	SMT	Immediate