

## **AUDIT & PERFORMANCE REVIEW COMMITTEE**

At a Meeting of the Audit & Performance Review Committee held in the Council Chambers, Clydebank Town Hall, Dumbarton Road, Clydebank on Wednesday 26 May 2004 at 10.00 a.m.

**Present:** Councillors Jackie Maceira, Gail Casey, Geoff Calvert and James McCallum.

**Attending:** Eric Walker, Director of Corporate Services; David McMillan, Director of Housing and Technical Services; Gerry McInerney, Head of Personnel Services; Lorraine Coyne, Manager of Audit; Vincent Gardiner, Manager of Exchequer; Jim Pow, Manager of Resources (Social Work Services); Russell Fleming, Resource Manager (Housing and Technical Services); Colin McDougall, Section Head, Internal Audit; Liz Cochrane, Principal Policy Officer; Lynn Henderson, Policy Officer (Corporate Planning and Performance Review); Louise Love, Section Head, Internal Audit; and Shona Barton, Administrative Assistant, Legal and Administrative Services.

**Also Attending:** Gavin Stevenson, Chief Auditor and Elaine Barrowman, Senior Audit Manager, Audit Scotland.

**Apologies:** Apologies for absence were intimated on behalf of Councillors Jim Bolland and Margaret Bootland.

### **Councillor Jackie Maceira in the Chair**

### **MINUTES OF PREVIOUS MEETING**

2750 The Minutes of the Meeting of the Committee held on 25 February 2004 were submitted and approved as a correct record.

### **COUNCIL TAX SERVICE – BEST VALUE REVIEW**

2751 With reference to the Minutes of Meeting of the Audit & Performance Review Committee held on 25 February 2004 (Page 599, paragraph 1961 refers), a report was submitted by the Director of Corporate Services on the review of Council Tax practices and performance undertaken over the past 18 months.

2752 After discussion and having heard the Manager of Exchequer in further explanation and in answer to Members' questions, the Committee agreed:-

- (1) that a report be submitted to the next meeting of the Committee providing an update on the proposal for the integration of some Council Tax and Housing Benefit Services; and
- (2) otherwise to note the contents of the report.

### **EVALUATING EMPLOYEE DEVELOPMENT**

- 2753 With reference to the Minutes of Meeting of the Audit & Performance Review Committee held on 25 February 2004 (Page 600, paragraph 1963 refers), a report was submitted by the Director of Corporate Services seeking approval for practical measures to formalise the evaluation of training in the Council.
- 2754 After discussion and having heard the Head of Personnel in further explanation and in answer to Members' questions, the Committee agreed:-
- (1) that managers should evaluate training impact on service improvements by way of pre and post event discussions, using the appropriate corporate documentation;
  - (2) that comparative data would be gathered for an annual report on performance to be submitted to future meetings of this Committee;
  - (3) that departments should evaluate their occupational employee development programmes and report outcomes to the appropriate service Committee;
  - (4) that Personnel Services would systematically audit and evaluate areas of employee development with a corporate dimension; and
  - (5) to approve an additional question on the Initial Evaluation form which would be broadly worded "what will you do differently as a consequence of this training?".

### **MONITORING PUBLIC COMPLAINTS**

- 2755 A report was submitted by the Chief Executive providing:-
- (a) a corporate overview of complaints and complaints processing for the period 1 October 2003 to 31 March 2004; and
  - (b) providing comparative data relating to the previous three financial years.
- 2756 After discussion and having heard the Principal Policy Officer and the Policy Officer (Corporate Planning & Performance Review) in further explanation and in answer to Members' questions, the Committee agreed to note the contents of the report.

## **CORPORATE PLAN 2003/07 – ANNUAL PROGRESS REPORT 2003/04**

- 2757 A report was submitted by the Chief Executive providing an account of the progress achieved in delivering the priorities and objectives outlined in the first year of the Corporate Plan.
- 2758 After discussion and having heard the Policy Officer (Corporate Planning & Performance Review) in further explanation and in answer to Members' questions, the Committee agreed:-
- (1) that future reports to the Committee should provide a complete account of the progress achieved in delivering the priorities and objectives of the Corporate Plan; and
  - (2) otherwise to note the contents of the report.

## **SICKNESS ABSENCE STATISTICS – QUARTER 4 2003/2004**

- 2759 A report was submitted by the Director of Corporate Services informing on the levels of employee absence during the 3 month period 1 January 2004 – 31 March 2004.
- 2760 After discussion and having heard the Head of Personnel Services in further explanation, the Committee agreed to note the contents of the report.

## **INTERNAL AUDIT PROGRESS REPORT TO 31 MARCH 2004**

- 2761 A report was submitted by the Director of Corporate Services advising of the work undertaken by the Internal Audit Section against the Audit Plan 2003/04.
- 2762 After discussion and having heard the Manager of Audit in further explanation, the Committee agreed to note the contents of the report.

## **INTERNAL AUDIT ANNUAL PLAN 2004/2005**

- 2763 A report was submitted by the Director of Corporate Services advising of the planned programme of work for the Internal Audit Section for the year 2004/2005.
- 2764 After discussion and having heard the Manager of Audit and the Director of Corporate Services in further explanation and in answer to Members' questions, the Committee agreed to note the contents of the report.

### **BEST VALUE REVIEW OF THE INTERNAL AUDIT SERVICE**

- 2765 A report was submitted by the Director of Corporate Services advising of the results of the Best Value Review of the Internal Audit Service.
- 2766 After discussion and having heard the Manager of Audit in further explanation, the Committee agreed:-
- (1) to approve the Final Action Plan for the Best Value Review; and
  - (2) otherwise to note the contents of the report.

### **EXTERNAL AUDIT REPORTS**

- 2767 A report was submitted by the Director of Corporate Services providing information on five audit reports recently produced by Audit Scotland, namely, Review of Budgetary Control Systems; Review of Trading Accounts; Review of Treasury Management System; Follow-up Review of Internal Audit and Follow-up Review of Criminal Justice Social Work Partnership Joint Committee's Main Financial Systems.
- 2768 After discussion and having heard the Director of Corporate Services and the Senior Audit Manager (Audit Scotland) in further explanation, and the relevant officers in answer to Members' questions, the Committee agreed to note the contents of the report.

### **OVERVIEW OF THE 2002/03 LOCAL AUTHORITY AUDITS**

- 2769 A report was submitted by the Director of Corporate Services providing information arising from the Accounts Commission's report on the 2002/03 local authority audits.
- 2770 Having heard the Director of Corporate Services and the Chief Auditor (Audit Scotland) in further explanation and in answer to Members' questions, the Committee agreed:-
- (1) that a report be submitted to the next meeting of the Committee providing further information on the statutory performance indicators shown in the Audit Scotland report; and
  - (2) otherwise to note the contents of the report.

### **FOLLOW UP REVIEW OF HOUSING RENTS SYSTEM**

- 2771 A report was submitted by the Director of Housing and Technical Services advising of the progress being made in addressing the issues raised by Audit Scotland in their audit of the Housing rents system.

2772 After discussion and having heard the Director of Housing and Technical Services in further explanation and in answer to Members' questions, the Committee agreed:-

- (1) to note the progress made to date on this matter; and
- (2) that a report would be submitted to the next meeting of the Committee providing an update on the progress of the revised action plan as agreed with Audit Scotland.

The meeting closed at 10.55 a.m.