




Internal Audit Report 2019-20 - Recently Issued

Generated on: 20 February 2020




Th	1. Recently Issued Internal Audit Action Plans
-----------	---



P	1. Procurement Follow Up (Report Issued June 2019) Updated actions
----------	---

Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
IAAP/031	<u>1. Roads - Formalising Reconciliation of Capital Works</u> The existing process for reconciling the records maintained for capital works to the ledger should be formalised and carried out on a regular basis. (Medium Risk)	Format will be developed with colleagues in Resources section to improve processes.		31-Mar-2020	31-Mar-2020		Gail Macfarlane	Gail Macfarlane
IAAP/032	<u>2. Roads & Greenspace - Revenue Works Records</u> A more comprehensive approach to recording of revenue works should be introduced, including reconciliations. (Medium Risk)	Roads - Format to be developed with colleagues in Resources section to ensure full compliance. Greenspace - will replicate capital approach for revenue projects.		31-Mar-2020	31-Mar-2020		Ian Bain; Gail Macfarlane	Ian Bain; Gail Macfarlane
IAAP/033	<u>4. Roads - Evidenced Monitoring of Works</u> Introduce a proforma document for both capital and revenue works in order to formally evidence the completion of works and also the	Proforma will be held within each project file and completed following inspection at completion of works. At present payment not made until works inspected.		31-Mar-2020	31-Mar-2020		Gail Macfarlane	Gail Macfarlane


Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
	decision to release retentions. (Medium Risk)							

P 2. CM2000 Functionality (Report Issued February 2020)

Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
IAAP/026	<u>Compliance with Clocking in and out in the CM2000 system</u> It is recommended that Management formalise checks/follow up for the clocking in and out on a regular basis. Results should be cascaded to Team Leaders/Supervisors to discuss missed clocking in and out with relevant staff to help achieve the target with the compliance level. (Medium Risk)	We have committed that back office staff will undertake live monitoring. We have written a "Reconciliation Standards" document for the admin team. It explains how they are to handle each Reconciliation scenario, We will work with HR to undertake formal action under the performance management policy for those staff who failed to log in and out of visits.		30-Apr-2020	30-Apr-2020		Richard Heard	Lynne McKnight
IAAP/027	<u>Compliance with Clocking in and out in the CM2000 system</u> b) It is recommended that Management roll out this new App as soon as the pilot is completed in order to assist with increasing the compliance level. (Medium Risk)	New app will be rolled out in next three months as tags for all clients will need to be re-programmed and training provided for front line Home Carers.		30-Apr-2020	30-Apr-2020		Richard Heard	Lynne McKnight
IAAP/028	<u>Overtime Payment</u> It is recommended that: <ul style="list-style-type: none"> all timesheets are checked and agreed to CM2000 system before being authorised for payment; where there are instances of non- 	We are working with CM2000 to develop a payroll report which will pay staff directly from the system, This report will be implemented by September 2020.. In the meantime Admin will do cross checks against clocking in		30-Nov-2020	30-Nov-2020		Richard Heard	Lynne McKnight

Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
	compliant clock in overtime, appropriate additional authorisation should be obtained. (Medium Risk)	and out. A communication will be issued to all home care staff re compliance and claims for overtime.						
IAAP/029	<u>Implementation of additional CM2000 Functionality</u> a) It is recommended that Management pilot and fully implement the Mileage functionality across the Homecare team within the planned time frame. (Medium Risk)	Mileage Wizard will be rolled out in next six months. This will depend on high compliance.		30-Jun-2020	30-Jun-2020		Richard Heard	Lynne McKnight
IAAP/030	<u>Implementation of additional CM2000 Functionality</u> b) It is recommended that Management develop a plan in collaboration with WDC ICT and Payroll to implement the Financial module. (Medium Risk)	We are working will CM2000 to develop a payroll report which will pay staff directly from the system. This report will be implemented for testing by September 2020		30-Nov-2020	30-Nov-2020		Richard Heard	Lynne McKnight

	Members Expenses
--	-------------------------

Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
IAAP/019	<u>1. Guidance for Elected Members</u> It is recommended that a clear set of guidance is developed for Members' Travel & Subsistence to ensure consistency of approach for all Elected Members. (Medium Risk)	Produce a clear set of Rules and Guidance for Council approval.		01-Apr-2020	01-Apr-2020		George Hawthorn	Peter Hessett

Internal Audit Report 2019-20 - Outstanding Actions



Generated on: 20 February 2020


Th 2. Incomplete Internal Audit Action Plans

P 128. Payroll - Overtime (Report Issued May 2018)


Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
T&PSR/IA AP/608	<p><u>1. Overtime - Building Services/Repairs & Maintenance</u> In relation to Building Services / Repairs & Maintenance, in order to continue to manage the level of overtime, it is recommended that consideration be given to:</p> <ul style="list-style-type: none"> - Adopting a more flexible approach to working; and - Employing more personnel, paid at plain time, to cover the anticipated demand for services rather than paying some existing staff at enhanced rates. <p>(Medium Risk)</p>	Negotiations with TU's to introduce more flexibility into working patterns within service provision commenced in 2017 and it is hoped a positive outcome will be achieved in 2018/2019. This may introduce seasonal working, extended hours Mondays to Thursdays and Saturday mornings would be considered part of the standard week with all paid as standard time. If agreed it could mean a reduction in overtime costs for emergency repairs and overtime to complete projects and void house repairs. It would also allow better utilisation of resources for external project works with extended hours in Spring / Summer / Autumn and			27-Mar-2020	<p>The external review of Building Services has impacted on this action. This will mean the implementation of flexible working across the service will now be tied into the action plan developed following the review. 6 of the 7 milestones are complete and the action will be completed on Pentana by target date.</p> <p>Flexible working arrangements are being piloted in the service, but a cross service agreement with TU's and the workforce will be included within the improvement action plan. This will be monitored via actions within Pentana to ensure improvement across a wide range of operational areas including reducing overtime costs.</p> <p>Overtime costs for 2019/2020 are on track</p>	Martin Feeney	Jim McAloon


Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
		reduced hours in the Winter months (seasonal working). In addition, we will analyse if there are any benefits in employing additional staff to reduce expenditure on overtime as part of our regular workforce planning meetings where Building Services review resource requirements.				to be reduced by £0.2m in comparison with 2018/2019.		

P 145. Building Standards (Report Issued March 2019)


Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
T&PSR/IA AP/694	<u>8. Use of Comino</u> When an application is open all information should be stored in the one place and thought should be given to moving older parts of the application into Comino. (Low Risk)	The remaining paper based files between 2010 - 2016 will be electronically back scanned and imported into the electronic document management system.		30-Sep-2019	31-Mar-2020	24/06/19 - Project delayed due to resources required on other work priorities/commitments	Irene McKechnie	Pamela Clifford

P 149. Investigations: Education (Reports Issued April 2019)



Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
T&PSR/IA AP/716	<u>2. School Fund Record Keeping</u> It is recommended that the Education service carry out a full review of School Fund record	We will source best practice from the West Partnership and work with our Learning Community Business Managers to agree a common		31-Mar-2020	31-Mar-2020	Draft policy under review.	Andrew Brown	Laura Mason


Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
	keeping at schools and provide guidance/training where poor record keeping is identified. (Low Risk)	format. All Head Teachers will be trained in use of the procedures.						
T&PSR/IA AP/717	<u>3. Annual Income & Expenditure Statement</u> It is recommended that the Education Service examine the School Fund annual returns from all schools to ensure that they are provided in the proscribed format. (Medium Risk)	Scrutiny processes will be reviewed. This will form part of School Improvement work and be discussed with Business Partner Finance to ascertain support required.		31-Mar-2020	31-Mar-2020	Roll out to Clydebank schools has commenced.	Andrew Brown	Laura Mason

P 151. Performance Indicator Review – Library Visits (Report Issued May 2019)

Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
T&PSR/IA AP/719	<u>1. Information obtained from the electronic counters is not user friendly and is time consuming to analyse</u> Management should consider how the data provided by the electronic counters can be improved either by upgrading or replacing the current system to ensure useful management information is available. (Low risk)	We will look at alternative solutions and make an assessment on suitability in the 2019/20 financial year.		31-Mar-2020	31-Mar-2020	A Business Case is currently in progress looking at options for replacing the footfall counters across the library service network. A revised anticipated completion date for this is March 2020.	David Main	Stephen Daly

P 154. Charging Policy - Non Residential Services (Report Issued May 2019)

Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
T&PSR/IA AP/732	<p><u>1. Financial Assessments Not Located/Provided</u> Service areas should ensure that it is built into their processes that Financial Assessment reviews are undertaken on an annual basis as this does not appear to be happening as standard. In addition, record keeping needs to be improved.</p> <p>(High Risk)</p>	<p>The Head of Service will issue an instruction to Integrated operational Managers on the requirement to undertake a Financial Assessment as part of the initial assessment of care and also that this should be reviewed annually. Evidence should also be retained to verify that this has been done.</p> <p>The HSCP SMT has agreed that an Extended Management Team session will be held around the operational responsibilities of social care staff.</p>		30-Jun-2019	01-Apr-2020	<p>The requirement to carry out financial assessments has been communicated to Integrated Operation Managers through the Extended Management Team Forum, Heads of Service Management Team meetings and Self Directed Support Governance Board.</p> <p>The request to commission a care package for any client group will only be considered by the Area Resource Groups when accompanied by a Financial Assessment with evidence of Income Maximisation being offered to the individual. This process is clearly set out in the Draft Charging Policy currently being finalised with a focus on Equalities Impact Assessment.</p> <p>It is requested that the completion date is extended to 1 April 2020 to allow for the Draft Charging Policy to be consulted upon and the Self Directed Support actions to be completed.</p> <p>Internal Audit will review the Financial Assessment process in 2020/21 as part of their planned programme of audits.</p>	Fraser Downie; Jo Gibson; Jonathan Hinds	Beth Culshaw
T&PSR/IA AP/734	<p><u>3. Evidence of Benefits</u> When carrying out Financial Assessments, verification of the clients Benefits/Income/Capital should be carried out, this verification should be retained as evidence to the assessment. Alternatively, consideration should be given to accessing/sharing information from the IWorld</p>	<p>The revised Charging Policy will stress that evidence must be provided and retained to allow for a robust financial assessment to be undertaken. If service user refuses then the full charge will be applied. This will be detailed within the financial assessment.</p> <p>IWorld access to be given to members of staff currently carrying</p>		30-Aug-2019	01-Apr-2020	<p>Linked to AP732 above: It is requested that the completion date is extended to 1 April 2020 to allow for the Draft Charging Policy to be consulted upon and the Self Directed Support actions to be completed.</p> <p>Internal Audit will review the Financial Assessment process in 2020/21 as part of their planned programme of audits.</p> <p>The Draft Charging Policy has placed more</p>	Jonathan Hinds	Beth Culshaw

Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
	Benefits system as this is verified/evidenced information which would also ensure that the client is only being asked once for the information. (Medium Risk)	out Financial Assessments for Residential Placements. Extending this will be considered where appropriate.				emphasis on the responsibility of the Service User/Representative that without evidence of income/benefits the full charge will be applied.		
T&PSR/IA AP/735	<u>4. Charging Policy</u> As the Community Based Care Charging Policy - Non Residential Services has not been reviewed for at least eight years and as some parts of the policy requires to be more generic and other parts require to be more specific, it is recommended that the policy be fully reviewed and revised. This will therefore provide more clarity, eliminate ambiguity and make it fit for purpose. It is also recommended that all services be included in the review to ensure input from all areas. In addition, once reviewed, the date of the revision should be recorded on the policy to ensure that there is proper version control. (Medium Risk)	A Charging Policy Review Group has been established on 7th Jan with meetings scheduled for every 2 weeks until end of June. The group includes all Heads of Service, the CFO, some Integrated Ops Managers and social care accountant. The draft Terms of Reference were considered at the 2nd meeting and agreement was reached between HoS about seconding a social worker to support the process. The review will consider the impacts of new Carers Act and Free Personal Care for Under 65 as well as Self Directed Support duties. It will also address the current anomalies/inequities between service users and opportunities to maximise charging in the context of the council's Commercialisation Policy – but within COSLA Guidance. Personal care is defined in legislation. A simple "service user guide" to non-residential charges can be added to the website/leaflet for distribution.		31-Aug-2019	01-Apr-2020	As AP732 above: It is requested that the completion date is extended to 1 April 2020 to allow for the Draft Charging Policy to be consulted upon and the Self Directed Support actions to be completed. Internal Audit will review the Financial Assessment process in 2020/21 as part of their planned programme of audits. The Draft Charging Policy has taken account of policy, COSLA Guidance and legislation changes and is currently with the SMT for comment, revisions and agreement. This will be followed by a process of consultation with the wider community. The work of the SDS Programme Board will also be reflected.	Jonathan Hinds	Beth Culshaw

P 157: Social Work Tendering & Commissioning (Report Issued 7 June 2019)


Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
T&PSR/IA AP/760	<p><u>2. Resources Allocation Meetings</u> (a) It may be helpful for the CPU attend some of the resource allocation meetings to establish ways they could work more collaboratively and if tools such as frameworks could be used. (b) Minutes should be taken at all such meetings in order to show the rationale of procurement decisions. In addition these notes should be included in service users' files. (Medium Risk)</p>	<p>(a) It would be beneficial for the CPU to have insight into the Resource Allocation Meetings process, but only with regard to the type of provider and service type required. (b) Rather than a full minute there will be a Decisions Summary produced after every meeting which will be distributed to both CPU and HSCP Finance Team.</p>		30-Sep-2019	31-Mar-2020	On going work through SDS review. Short term working group established to review financial processes and agree across teams, procurement to be invited to be part of process. The SMT are considering the current ARG process.	Joyce Campbell; Fraser Downie; Hazel Kelly; Robert MacFarlane; Kirsteen MacLennan; Lynne McKnight; Annie Ritchie; Bernadette Smith	Jo Gibson; Jonathan Hinds; Julie Lusk; Annabel Travers
T&PSR/IA AP/762	<p><u>4. Monitoring Providers</u> All monitoring should follow the procedures and be consistent across the partnership. (Medium Risk)</p>	Our review of commissioning and quality within the HSCP will ensure that a consistent monitoring approach will be developed across services. This will include a review of the functions within the Quality Assurance Team, in tandem with a review of the HSCP SMT structure.		31-Dec-2019	30-Jun-2020	A new organisational structure and additional resource has been identified and will be put in place following agreement of the HSCP Commissioning Plan at the August HSCP Board meeting.	Jo Gibson	Beth Culshaw

P 159. VAT (Report Issued September 2019)

Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
IAAP/006	<p><u>2b. Purchase Card VAT Invoices Testing</u> It is also recommended that spot checks, to ensure VAT receipts are attached to expense claims, are</p>	Sample checks are performed on a monthly basis and where possible earlier months will be reviewed as resources allow.		31-Mar-2020	31-Mar-2020	Sample checks continue to be performed every month and are part of the VAT checklist before the VAT return is submitted.	Karen Shannon	Gillian McNeilly


Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
	carried out on some of the other months in the year 2018-19 that has not already been checked, in order to reduce this risk. (Medium Risk)							

P **163. Debt Recovery (Report Issued November 2019)**

Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
IAAP/018	<u>1. Policy Renewals</u> The Council should update its Rent Collection Policy to ensure it is up to date with current legislation and work practices. (Low Risk)	The Rent Collection policy is to go to the West Dunbartonshire Tenants & Residents Organisation for consultation. Following the consultation the renewed Rent Collection Policy will be presented to the Housing & Communities Committee for approval.		31-Mar-2020	31-Mar-2020	Meeting has been arranged with Housing Strategy on 18th Dec to discuss tenant consultation on rent collection policy. This was held until the rent setting consultation closed on 15th Dec.	Ryan Chalmers	Arun Menon

Th **3. Other Internal Audit Action Plans**

P **Code of Good Governance - Improvement Actions for 2019-20**


Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
GOV-19-004	<u>6. Sensitivity Analysis</u> Embed sensitivity analysis in service level budget and service planning			31-Mar-2020	31-Mar-2020	This will be part of the service delivery plans from 2020/21 (due drafted before 31 march 2020)	Gillian McNeilly	Stephen West





Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
RES/19-20/032	<u>2. Procurement Compliant Spend</u> Increase the percentage of spend that CPU view as being compliant with Financial Regulations			31-Mar-2020	31-Mar-2020	This action is progressing well.	Annabel Travers; Alison Wood	Angela Wilson

Th 4. Incomplete External Audit Action Plans






P 27. Audited Annual Accounts 2018/2019 – Annual Audit Report to Members and Controller of Audit






Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
EAAP/001	<u>1. Revaluation of non-current assets</u> Due to the change in value for 2018/19 there was a delay in the provision of the valuations as at 31 March 2019 required as part of the rolling revaluation programme. <i>There is a risk that similar issues will be encountered in 2019/20 and these impact on the preparation or sign-off of the annual accounts.</i> The council should work with the external valuers to ensure these issues are not repeated in 2019/20.	Officers will ensure that the valuers work to a defined timetable for the timeous provision of valuation information		31-Mar-2020	31-Mar-2020	Meeting took place 27th November with timeline and content agreed for end of year process.	Craig Jardine	Jim McAloon
EAAP/002	<u>2. Group accounting errors</u> Multiple errors were identified in the group account statements in the unaudited accounts.	An improved year-end process will be implemented to avoid future errors.		31-Mar-2020	31-Mar-2020	training has been completed & revised template developed final review will be during the drafting of the financial statements in June 2020.	Gillian McNeilly	Stephen West




Code	Recommendation	Agreed Action	Status	Original Due Date	Due Date	Note	Assigned To	Managed By
	<p><i>There is a risk that errors in the group accounts consolidation process result in a material misstatement in the annual accounts.</i></p> <p>Procedures should be put in place to ensure that the unaudited group accounts statements are free from misstatement and reflect the component group bodies accounts.</p>							
EAAP/006	<p>6. Financial Sustainability The council has a low level of reserves as a proportion of net revenue compared with other Scottish local authorities and the approved 2019/20 budget includes the one-off use of reserves balances.</p> <p><i>There is a risk that the council will have insufficient reserves to respond to unforeseen events or reductions in future funding.</i></p> <p>The council should ensure that sufficient reserve balances are maintained for +this purpose.</p>	Council will continue to consider the appropriate level of retained reserves when setting budgets		04-Mar-2020	04-Mar-2020	No issues - reserves will be considered by Members when setting budget for 2020/21. On track.	Stephen West	Joyce White




Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned

	Completed
---	-----------

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Risk Status	
	Alert
	High Risk
	Warning
	OK
	Unknown

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse