

## UNIFORM SYSTEM REVIEW

**1. Introduction and Scope**

- 1.1 The Uniform system is used by a number of services across the Council, the most extensive and established use is within Adult Social Care, specifically by staff within Environmental Health, Trading Standards, and Housing Quality & Renewal Services. Uniform provides essential functionality for recording service activity and collecting data that is later used to inform a range of performance indicators and statutory returns.
- 1.2 An audit review was undertaken during June – September 2007, to provide an opinion on the control environment and a level of assurance for the Uniform system.

**2. Good Practice Areas**

- 2.1 During the audit a number of good practice areas within the process for the Uniform system were identified. These included:
- \*\* Comprehensive report writing procedures within Business Information & Support (BIS).
  - \*\* A structured upgrade process within Business & Information Support & ICT.
- 2.2 It was also pleasing to note that officers from BIS had been asked to address a national conference to discuss how the authority had implemented and managed specific modules of Uniform. It has also been identified that DEFRA have recognised the work BIS have been undertaking on Uniform modules.

**3. Management Summary and Overall Opinion**

- 3.1 On the basis of the work carried out it is our opinion that the level of assurance provided by controls for this audit area is Limited<sup>1</sup>.
- 3.2 During this review Audit identified a number of concerns in respect to the operation and administration of the Uniform system. Since the audit the system has been upgraded and a number of weaknesses found have subsequently been resolved.
- 3.3 Out of the 204 controls reviewed during this audit, 104 (51%) were found to be satisfactory. Recommendations have been made to improve the controls found to be unsatisfactory.
- 3.4 The recommendations made to improve the controls in this area are analysed over the categories shown below:

<b>Recommendation Category</b>	<b>Number</b>	<b>Percentage</b>
Legal requirement	8*	10.3%
Financial Regulation	1	1.3%
Policy/Procedure	40	51.3%

<sup>1</sup> Whilst there is basically a sound system of control, there are weaknesses in the system that leaves some risks not addressed and there is evidence of non-compliance with some key controls. There are a number of legal and/or financial regulation recommendations or recommendations concerning areas of high priority to the Council.

Best Practice	29	37.1%
<b>Total</b>	78	100%

- \* It should be noted that 5 of these recommendations relate to the same issue of securing confidential information. The recommendations have been made separately as they relate to separate business units.
- 3.5 A working group has been set up, chaired by the Head of Service – Housing & Consumer Services to address this report and provide responses to the recommendations made. The working group has met twice to date and has made a promising start in addressing the issues raised

## TRAFFIC MANAGEMENT REVIEW

### 1. Introduction and Scope

- 1.1 Due to management concerns the following work was undertaken within the Traffic Management team:
- Review of the award and on-going procurement procedures for the Councils term contract for traffic signals; and a
  - Review of the evaluation criteria for the Engineering Consultancy contract.
- 1.2 Internal Audit would like to thank the Interim Manager Network Management and Policy, the Traffic Management Team Leader and the members of his team for their help during this review.

### 2. Management Summary and Overall Opinion

- 2.1 The Traffic Management Team has been responsible for the implementation and management of a wide range of traffic management and capital schemes. During the past 18 months particularly, some of the schemes have generated a great deal of interest from the community, members, and the media.
- 2.2 Based on the work carried out reviewing the procurement and payment processes within the Traffic Management team the Internal Audit opinion on the level of assurance provided by controls within these processes is that they are limited. However, Internal Audit has developed a procedure specific for the Traffic Management team to follow for their procurement and payment processes which has been implemented.
- 2.3 The signals and engineering consultancy partnering contracts represent best practice procurement approaches for these services.
- 2.4 Based on the work undertaken in respect to the Engineering Consultancy contract there were some recommendations made in respect to the letting of the contract. There were, however, no specific issues in respect to the evaluation criteria.
- 2.5 In respect to the award process for the appointment of the term contractor the process was generally sound but there were some recommendations made to ensure that Contract Standing Orders, procedures and best practice are followed.

- 2.6 The implementation of the recommendations made in the report will strengthen and improve the controls and processes in this area. They are summarised below by category:

Recommendation Category	Number	Percentage
Legal requirement		
Financial Regulation	16	64%
Policy/Procedure	8	32%
Best Practice	1	4%
<b>Total</b>	<b>25</b>	<b>100%</b>

## STIRCHLEY RECREATION CENTRE

### 1. Introduction and Scope

- 1.1 An audit review was undertaken on 31<sup>st</sup> October and 1<sup>st</sup> November 2007, to provide an opinion on the control environment and a level of assurance for Storchley Recreation Centre.

### 2. Good Practice Areas

- 2.1 During the audit a number of good practice areas at Storchley Recreation Centre were identified. These included:

- ⌘ Up to date health & safety risk assessments
- ⌘ The management of the imprest account
- ⌘ Documented staff meetings

### 3. Management Summary and Overall Opinion

- 3.1 On the basis of the work carried out it is our opinion that the level of assurance provided by controls for this audit area is **Limited**.
- 3.2 Out of the 68 controls reviewed during this audit, 28 (41%) were found to be satisfactory. Recommendations have been made to improve the controls found to be unsatisfactory.
- 3.3 The recommendations made to improve the controls are analysed over the categories below:

Recommendation Category	Number	Percentage
Legal requirement	5	15%
Financial Regulation	8	24%
Policy/Procedure	18	55%
Best Practice	2	6%

<b>Total</b>	<b>33</b>	<b>100%</b>

- 3.4 As part of the audit we have also followed up to the previous audit recommendations made in March 2004 and the table below shows the action taken since that audit. It is disappointing to note that there are a number of recommendations that have not been implemented, especially legal and financial regulations. These have been recommended again in this report

<b>Recommendation Category</b>	<b>Implemented</b>	<b>Not Implemented</b>	<b>N/A superseded</b>	<b>Agreed future Implementation</b>
Legal Requirement	2	1	1	-
Financial regulation	5	3	-	-
Policy/Procedure	-	-	-	-
Best Practice	3	9	1	-
<b>Total</b>	<b>10</b>	<b>13</b>	<b>2</b>	<b>0</b>

- 3.5 The implementation of the recommendations made in this report and those outstanding from the previous review will further strengthen the controls and processes in this area.
- 3.6 Several recommendations made are areas covered in the leisure procedure manual. It appears that this may need to be reviewed and re-distributed to all staff with appropriate training. Audit Services have also raised this as a separate issue with Leisure Management as it applies across all leisure sites.

## CORPORATE CONTRACTS REVIEW

### 1. Introduction and Scope

- 1.1 An audit review was undertaken during August and September 2007, to provide an opinion on the control environment and a level of assurance for the Corporate Contracts system.

### 2. Good Practice Areas

- 2.1 During the audit a number of good practice areas within the process of contract procurement were identified. These included:

※ Excellent processes and procedures in place in both centralised and devolved procurement teams.

⌘ An excellent training programme ran by the Corporate Procurement Team.

⌘ Comprehensive and widespread advertising of current and new contracts that may benefit customers.

### **3. Management Summary and Overall Opinion**

3.1 On the basis of the work carried out it is our opinion that the level of assurance provided by controls for this audit area is **limited**.

3.2 Out of the 159 controls reviewed during this audit, 130 (81.8%) were found to be satisfactory however due to the number of financial regulation recommendations the assurance is limited.

3.3 The systems in place within the Corporate Purchasing & Procurement Unit are operating well. The majority of recommendations in this report relate to service areas not adhering to guidance issued by Procurement. The implementation of the recommendations made in this report will further strengthen the controls and processes in place. Internal Audit will work closely with the Corporate Procurement Team to ensure that the actions identified in the report are picked up corporately and implemented

3.4 The recommendations made to improve the controls in this area are analysed by category below:

<b>Recommendation Category</b>	<b>Number</b>	<b>Percentage</b>
Legal requirement	-	-
Financial Regulation	17	74%
Policy/Procedure	2	9%
Best Practice	4	17%
<b>Total</b>	<b>23</b>	<b>100%</b>

3.5 A follow up review will be undertaken 6 months after the agreed report date. In addition Audit Services will be carrying out checks on samples of contracts on a regular basis throughout the year.