

2014/15 Completed Audits

Report	System Overview	Work Finalised	Audit Days	Key Messages	Audit Opinion	Key Action Plan Dates
Agency Contract	<p>Under the direction of Cardiff County Council, Newport City Council carried out a procurement exercise on behalf of the Authority and other member Authorities in accordance with the Welsh Purchasing Consortium arrangement for the provision of Agency staff. Randstad were awarded the contract which commenced in July 2012. Since the commencement of the contract expenditure on agency costs is £3,235,765.</p> <p>Two significant recommendations were made in the report.</p>	August 2014	17 days	<p>Issues were identified and recommendations made in relation to ensuring that appropriate checks are carried out on Agency staff. The agency management form (AMF) should be updated to include specific information regarding qualifications, licenses and DBS requirements applicable to the role. The stated DBS requirement should be confirmed by HR as part of the AMF approval process.</p> <p>Managers should be issued with a guidance note outlining their responsibility in relation to ensuring all necessary checks have been completed by the agency prior to the worker commencing employment.</p> <p>Management has confirmed implementation of the above recommendations.</p>	Reasonable	Implemented
CRC Energy Management Return	The Energy Management section has the responsibility for developing and delivering long term energy and carbon management plans to improve the authority's performance across a	August 2014	17 days	Management should ensure that there is adequate segregation of duties for staff using the Energy Management System (Systems Link). This should include retention of evidence that management have reviewed and authorised the work	Reasonable	December 2014

	<p>wide range of environmental and energy sustainability. In 2012/13 the department reported that Bridgend County Borough Council spent £5.2 million on their energy costs.</p> <p>A key part of the section's role is the completion of a CRC Annual Report that is submitted externally as part of the UK mandatory Carbon Reduction Commitment Energy Efficiency Scheme. The submission also requires that adequate evidence is maintained to support the data submitted within the CRC Annual Report.</p>			of the Energy Assistant.		
Building Maintenance	<p>The Building Maintenance Service (BMS) sits within the Resources Directorate, under Technology, Property and Customer Services. The Resources Business Plan for 2013/14 clearly sets out how the directorate's priorities link into the Council's Corporate Improvement Plan.</p> <p>In order to achieve the required budget savings and rationalisation of systems, BMS performed a review of the structure of the service area with particular reference to the Direct Labour Organisation (DLO). This review</p>	July 2014	22 days	<p>The process for out of hours calls is over complicated due to the unnecessary involvement of the Highways Section resulting in duplication and differing recorded details. It was also noted that a number of jobs had been inaccurately recorded on the system. It was recommended that:</p> <ul style="list-style-type: none"> • The Highways Officer is removed from the call out process. • The Duty Officer ensures that all out of hours jobs are raised correctly on the OPEN Contractor system. <p>Over a period of 3 months, the DLO had attended 7 calls. In view of this level of demand, the number of staff currently on</p>	Reasonable	To be agreed

	<p>resulted in a considerable reduction in the size of the DLO. This audit focused on the Client Agent and DLO. A number of recommendations were made in order to simplify processes with associated resource savings.</p>			<p>standby is considered excessive. Additionally, the Council has a 24/7/365 Customer Service Centre which provides an out of hours call service for other areas and has confirmed the capacity to handle calls on behalf of the Building Maintenance Service.</p> <p>It was recommended that:</p> <ul style="list-style-type: none"> • The number of Officers on standby is reduced. • Out of hours calls are directed to the Customer Service Centre. 		
Taxi Licensing	<p>The Bridgend County Borough Council Licensing Section processes applications for a range of licensed activities predominantly taxi drivers and vehicles. This process involves confirming adequate insurance cover, vehicle checks, medicals and DBS checks for drivers. There are 580 drivers, 438, vehicles and 24 Operators currently registered with the Authority.</p>	August 2014	13 days	<p>During the Audit a number of strengths and areas of good practice were identified as follows:</p> <ul style="list-style-type: none"> • Procedures in all instances tested are being followed. • Good and open communication between Officers of the team and lead Officers was observed during the audit testing and queries where raised or identified were seen to be actioned immediately. <p>No significant recommendations were made.</p>	Substantial	No significant recommendations
Park Income	<p>The Parks and Playing Fields Department are part of the Communities Directorate. In addition to the grounds maintenance aspect of the service provision, they take bookings for the use and hire of</p>	August 2014	12 days	<p>A review of all leases should be undertaken to ensure they are still relevant. Leases should be introduced where none currently exist.</p> <p>Guidelines regarding the period after which facilities are withdrawn following</p>	Substantial	End of August 2014

	any pitches and/or pavilions.			non-payment of invoices should be included in the new policy. Management have agreed to implement the recommendations.		
Home to School Transport	<p>Home to School Transport is an area highlighted for potential savings in the medium term financial strategy.</p> <p>Due to a reduction in the school transport budget for 2014/15, savings were achieved by a combination of the introduction of E.tendering and E.auction processes and the rationalization of existing routes.</p> <p>Review of the overall cost of the tenders received for bus contracts for 2014/15 indicates a projected saving of £845,743.88 for the period commencing September 2014.</p>	August 2014	12 days	<p>Recommendations raised include:</p> <ul style="list-style-type: none"> To identify instances where operators are tendering for more routes than they have the capacity to fulfil as determined by the operator's licence, management should liaise with neighbouring authorities regarding the number of routes allocated. Also, as part of the tendering process, operators should be required to provide details of the existing contract commitments to ensure that the award of any new contracts does not result in contractors exceeding their capacity. Any quotes for transport contracts which are not part of the formal tendering process administered by Procurement, should either be returned to Procurement, or to a member of staff independent of the School Transport Unit. <p>There is currently an issue with the sharing of information between the Licensing section and the School Transport section regarding information relating to arrests of drivers and escorts and insurance details. It has been recommended that a protocol is introduced in this area.</p> <p>It has also been recommended that the</p>	Substantial	End of August 2014

				draft service level agreement between the Children's Directorate and the School Transport Unit should be formalised to provide details of requirements.		
SEWTA Grant Verification	Due to the transition from the Bus Service Operators Grant to the Regional Transport Services Grant managed by the South East Wales Transport Alliance (SEWTA), Internal audit reviewed (on a quarterly basis) the grant claim made to SEWTA to ensure that the method of calculating the claim complied with the Terms and conditions. Each quarter SEWTA hold back 10% of the grant funding to allow for any errors made over the preceding 12 months. The grant is claimable for the 12 months between April 2013 and March 2014.	July 2014	7 days	Despite receiving varying information from SEWTA, no issues requiring action were noted, though some calculations did have to be re-performed.	Reasonable	N/A
Learner Transport Project	A report to Council on 27th February 2013 provided an outline of the issues faced by BCBC as a result of predicted reduced financial settlements over the forthcoming four years. The report refers to an integrated transport review including Home to School and Home to College Transport arrangements in the list of potential budget savings. Following on from this report a	July 2014	6 days	This is an on-going review and will be revisited following completion of the consultation phase of the project to review progress. At this point in the project no issues were identified.	Reasonable	No Recommendations

	<p>project board was established, individual work streams assigned and a project initiation document produced The target is to make financial savings by rationalisation of services, implementing statutory qualifying distances and exploring other areas of savings such as increased cycling facilities and the review of safe routes to schools.</p> <p>A review was undertaken of the progress of the project to date.</p>					
Porthcawl Harbour Project	<p>The Porthcawl Harbour Project forms part of a wider plan to regenerate Porthcawl as part of the Swansea Bay Water sports Centre of Excellence Programme.</p> <p>An audit review of the Porthcawl Harbour Project was initiated at the request of the Corporate Director for Resources following a report to Cabinet in February 2014 which provided details of an estimated overspend to be addressed by allocation from the Strategic Regeneration Fund (SRF) or elsewhere in the capital programme. At the time, there was an underspend on the Maesteg Regeneration project resulting in speculation regarding the re-allocation of this</p>	August 2014		<p>Key findings of the audit review related generally to aspects of project management:</p> <ul style="list-style-type: none"> • The lack of documentation relating to decisions made. • The lack of accurate financial information being shared between the parties. • Continuity of staff. • Lack of a contingency budget. • Risk identification process led by the contractors and risks not financially quantified. <p>The Audit found no evidence to suggest that funding specifically earmarked for Maesteg Regeneration project had been allocated to the Porthcawl Harbour Project.</p> <p>A number of recommendations relating</p>	Reasonable	N/A – as and when projects take place.

	<p>underspent funding.</p> <p>The audit review commenced as the project was approaching completion. Consequently the findings and recommendations should be viewed from a lessons learned perspective.</p>			<p>to future project management have been made.</p>		
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