

**Appendix D - Internal Audit Follow-up  
Housing & Environment  
(Reporting for All dates on or before: April 2018)**

Action Plan	Dates	Status/Explanation
<p><a href="#"><u>14-16 - Housing Repairs</u></a> Action Point: 10 - Verification: timeliness and meeting the specification of emergency repairs Importance: Medium</p> <p>Audit Committee Date: April 2015</p> <p>HRIS is already in close contact with the Council's IT Service in order to improve the capability of our mobile technology, in accordance with Housing's Technology and Improvement Plan.</p> <p>(J Beverley, Housing Repairs Service Manager)</p>	<p>Dec 2015 Mar 2017 Oct 2017 Mar 2018 Oct 2018</p>	<p>The project has been delayed by Total Mobile due to integration issues. Phase 1 went live on 01 May 2018. There will then be a phased approach until the whole Service is working this way.</p> <p>Internal Audit Opinion: Accepted</p>
<p><a href="#"><u>15-13 - School Transport Contracts</u></a> Action Point : 1 - Internal Procedures Importance: Medium</p> <p>Audit Committee Date: March 2016</p> <p>The PTU will review existing procedures, updating as appropriate to reflect current processes. The review will also consider implementing enhanced procedures in respect of contract management and contractor default in performance.</p> <p>(M Roy, Transport Officer)</p>	<p>Dec 2016 Apr 2018 Oct 2018</p>	<p>Progress has been made in updating general procedures relevant to the Public Transport Unit. However, owing to changes in management and team structure, tendering and continuing procurement activity, further enhancements are ongoing. These are anticipated to be completed further to the conclusion of the taxi/PHV tender exercise in August 2018.</p> <p>Internal Audit Opinion: Accepted</p>

<p><a href="#"><u>15-13 - School Transport Contracts</u></a>  Action Point : 3b - Contract Oversight &amp; Performance Monitoring  Importance: Medium</p> <p>Audit Committee Date:  March 2016</p> <p>The Public Transport Manager will liaise with the Procurement Manager to develop appropriate contract &amp; supplier management plans for future awards.</p> <p>(M Roy, Transport Officer)</p>	<p>Aug 2017  Apr 2018  Oct 2018</p>	<p>A contract strategy outlining key performance indicators was defined as part of tender awards for PSV and PHV exercises. Conditions of contracts have also been updated to facilitate appropriate contract and supplier management. Reactive monitoring and consultation with contractors is ongoing, however, a further risk-based approach for communication and monitoring will be considered further to the conclusion of the taxi/PHV tender exercise.</p> <p>Internal Audit Opinion:  Accepted</p>
<p><a href="#"><u>16-09 - Housing Options</u></a>  Action Point : 3 - Training Toolkit  Importance: Low</p> <p>Audit Committee Date:  September 2016</p> <p>The Service will continue to be involved in the Training Toolkit Steering Group to ensure that the toolkit is piloted in the first quarter of 2017.</p> <p>(E Ritchie, Service Manager)</p>	<p>Mar 2017  Sep 2017  Mar 2018  Mar 2019</p>	<p>As per previous updates, this action has taken longer than initially expected to incorporate use of the toolkit by all 32 Scottish local authorities, in line with Scottish Government recommendation.</p> <p>Initial evaluation of tender submissions has commenced and it is anticipated that a provider will be appointed by September 2018. Following this, a period of testing will commence prior to full roll out.</p> <p>Internal Audit Opinion:  Accepted</p>

<p><a href="#"><u>16-22 - Roads Maintenance Partnership</u></a>  Action Point : 7b - Road Maintenance Partnership (RMP) Agreement  Importance: Medium</p> <p>Audit Committee Date:  April 2017</p> <p>Once the above RMP plan has been clarified the Deputy Manager, RMP will review and update the "Obtaining Best Value in Works Contracts" procedure taking cognisance of agreed way forward in providing the service. Any reference to BS EN ISO 9001/9002 and/or the quality principles will be dependent on the outcome of the review by the collaborative working group.</p> <p>(S D'All, Deputy Roads Maintenance Partnership Manager)</p>	<p>Apr 2018  Jan 2019</p>	<p>The member officer working group is currently considering the way forward in providing the overall Service, with conclusion of this anticipated to be July 2018. Commencement of review and update of procedures will be subsequent to this.</p> <p>Internal Audit Opinion:  Satisfactory</p>
<p><a href="#"><u>16-27 - Events &amp; Festivals</u></a>  Action Point : 1.1 - Events &amp; Festivals Strategy and Reporting  Importance: Low</p> <p>Audit Committee Date:  April 2017</p> <p>It was agreed at the Events Strategy meeting held on the 15th March 2017 that the Events &amp; Festivals Strategy would be updated.</p> <p>(A Graham, Business Development Team Leader)</p>	<p>Apr 2018  Sep 2018</p>	<p>At the May 2017 Events Strategy group meeting, chaired by the Executive Director, a scoping document was approved which included an indicative timeline. In light of the agreed scope, it is now intended that the strategy will be finalised by September 2018.</p> <p>Internal Audit Opinion:  Satisfactory</p>

<p><a href="#"><u>16-27 - Events &amp; Festivals</u></a></p> <p>Action Point : 2.1 - Support for Event Organisers Importance: Low</p> <p>Audit Committee Date: April 2017</p> <p>A Council wide application and assessment process will be introduced.</p> <p>(M Boyle, Events Officer)</p>	<p>Sep 2017 Apr 2018 Sep 2018</p>	<p>The revised application and assessment process is currently out for consultation. This will be concluded shortly and will then be operational.</p> <p>Internal Audit Opinion: Accepted</p>
---	---	---