



Infrastructure Services					
<b>External Audit</b>					
<b>TOTAL</b>	<b>10</b>	<b>17</b>	<b>3</b>	<b>1</b>	<b>31</b>

**Table 2 – Actions due after 31 December 2021**

<b>DMT/Service</b>	<b>Complete</b>	<b>Delayed/ Rescheduled</b>	<b>On Course</b>	<b>Superseded</b>
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5.3	Legal - None
5.4	HR - None
5.5	Fairer Scotland Duty - None
5.5.1	Equalities – None
5.5.2	Socio-Economic Duty – None
5.5.3	Islands Duty - None
5.6	Climate Change – None
5.7	Risk –None
5.8	Customer Service – None

**Moira Weatherstone**  
**Interim Chief Internal Auditor**  
**15 March 2022**

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## **APPENDICES**

Appendix 1 – Action Plan Points Delayed & Rescheduled or with No Response

**Appendix 1 - Action Plan Points Delayed & Rescheduled or with No Response**

<b>Action Plan Points Due by 31 December 2021</b>						
<b>Service / Report</b>	<b>Finding</b>	<b>Priority</b>	<b>Agreed Action</b>	<b>Dates</b>	<b>Comment</b>	<b>Responsible Officer</b>

**Action Plan Points Due by 31 December 2021**

Service / Report	



<b>Action Plan Points Due by 31 December 2021</b>						
<b>Service / Report</b>	<b>Finding</b>	<b>Priority</b>	<b>Agreed Action</b>	<b>Dates</b>	<b>Comment</b>	<b>Responsible Officer</b>
<b>CEU – Cross Cutting – Organisational Culture &amp; 2019 Employee Survey Action Plan</b>	the audit and can make these available to inform the creation of an Argyll and Bute equivalent.					
	Communication	N/A	Introduce standards to develop	31 Oct 19	Due to resource issues and the change of staffing over recent months it has not been possible to	
			employee	31 Dec 19		
			communication as a	31 Mar 20		
			priority and practice:	31 Dec 20		
			these to include	31 Mar 21		
			requirement to give	30 Sep 21		
		'You said/we did'	31 Dec 21			
		feedback to surveys	30 Jun 22			



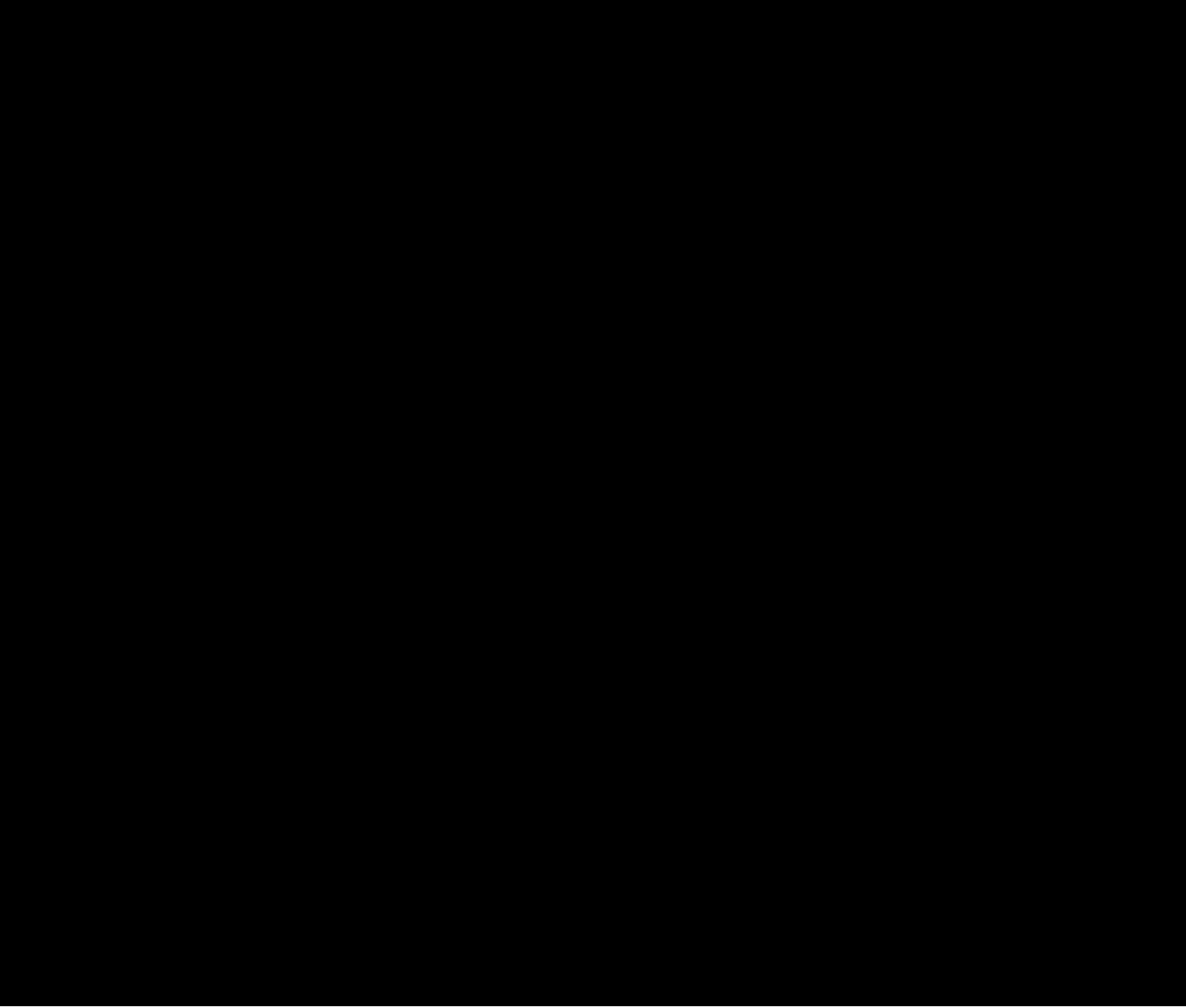


**Action Plan Points Due by 31 December 2021**

Service / Report	

**Action Plan Points Due by 31 December 2021**

<b>Service / Report</b>	<b>Finding</b>	<b>Priority</b>	<b>Agreed Action</b>	<b>Dates</b>	
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	Comment	Responsible Officer
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<b>Action Plan Points Due by 31 December 2021</b>					
<b>Service / Report</b>	<b>Finding</b>	<b>Priority</b>	<b>Agreed Action</b>	<b>Dates</b>	<b>Comment</b>



<b>Action Plan Points Due by 31 December 2021</b>						
<b>Service / Report</b>	<b>Finding</b>	<b>Priority</b>	<b>Agreed Action</b>	<b>Dates</b>	<b>Comment</b>	<b>Responsible Officer</b>
			the resources required to meet the critical systems testing schedule.			
<b>KF – Customer Support Services – Sickness Absence</b>	Attendance Review Meetings Procedures stipulate that attendance review meetings should be carried out by the employee's line manager to facilitate the employees return to work. No evidence of review meetings being carried out was available for any of a sample of eight long term absences. Procedures should be updated to ensure that all attendance review meetings are properly recorded in the MyView system in the same way that return to work interviews are recorded in MyView.	Medium	HR will review the mechanism for documenting content of attendance review meetings and recommend a preferred option for automatically populating the documentation into the MyView system.	31 Dec 21 30 Apr 22	A number of solutions have been reviewed between HR and the Development Team and the agreed solution will be implemented by 30/04/22.  <b>Delayed &amp; Rescheduled</b>	HR Development Team Lead







Action Plan Points Due by 31 December 2021						
Service / Report	Finding	Priority	Agreed Action	Dates	Comment	Responsible Officer
	the SEEMiS interface for clothing grants.				<p>have relocated with Finance, teams are hopeful that they can work on some reports that will help extract this data efficiently.</p> <p>In the meantime teams will continue to provide the value of 'Net' pay that we would expect to see in the ledger, this is against code 1.100.1000.0000.K2100.</p> <p><b>Delayed &amp; Rescheduled</b></p>	

**SW – Charging for Non-Residential Care Services**

Standing Orders for Community Alarms  
 We identified 31 service users paying for Community Alarms by standing order who are not paying the full charge of £23.72 per month due to standing orders not being increased

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	<p>Furthermore one service user is paying a standing order payment for £35 per month. We also identified seven service users who are paying for community alarms by standing order and direct debit as they agreed to move to a direct debit payment but failed to cancel their standing order. There is no debtors account produced for service users paying by standing order as it is not processed through the debtors system and therefore no routine monitoring takes place which would have highlighted this discrepancy.</p>		<p>contacted again and requested to move to direct debits and invoices raised for the underpayments.</p>		<p>be completed by 31 March 2022.</p> <p><b>Delayed &amp; Rescheduled</b></p>	

**SW – Adult Care  
– Social Care**

**Action Plan Points Due by 31 December 2021**

<b>Service / Report</b>	<b>Finding</b>	<b>Priority</b>	<b>Agreed Action</b>	<b>Dates</b>	<b>Comment</b>	<b>Responsible Officer</b>
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services are being provided without a call up letter being in place. This is

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fleet drivers subject to EU legislation and rolled out electronic driver c177.1MC q554



<b>Action Plan Points Due After 31 December 2021</b>						
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	officers during the COVID enforced office closures. With greater homeworking envisaged for the Council it is even more important that documents can be accessed electronically. Furthermore electronic records provide for greater security and reduced risk of loss.				<b>Superseded</b>	
<b>SW – Adult Care – Charging for Non-Residential Care Services</b>	Service Uptake Data Records held on Carefirst do not allow for an analysis of the level of service uptake compared to those assessed as having a need. If this analysis could be performed it would help inform discussions and decisions in relation to service uptake, charges and barriers	VFM	Recommendation accepted. Further discussion will be held with supplier to include service uptake functionality and reporting capabilities on new system from April 2022.	30 Mar 22 30 Sep 22	ECLIPSE implementation (replacing CareFirst) delayed due to Omicron pandemic induced pause for 3 months. Supplier to include service uptake functionality and reporting capabilities in new system, go-live date now late September.  <b>Delayed &amp; Rescheduled</b>	Deputy Head of eHealth HSCP

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	to uptake. It would be advisable to progress this issue in conjunction with the CareFirst replacement programme which is scheduled to be complete by April 2022.					