

AUDIT COMMITTEE

1ST JULY 2019

LLANELLI LEISURE CENTRE ACTION PLAN UPDATE

Purpose: To note the progress in implementing the Llanelli Leisure Centre Action Plan

RECOMMENDATIONS:

To approve progress and continued work objectives

REASONS:

- A further progress report was requested at the 28 September 2018 Audit Committee.
- This report updates on the 2018/19 audit report for Llanelli Leisure Centre, undertaken in January 2019.

Relevant scrutiny committee to be consulted: Not applicable

Exec Board Decision Required

NA

Council Decision Required

NA

Directorate: Communities

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Designations:

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EXECUTIVE SUMMARY
AUDIT COMMITTEE
1st July 2019

LLANELLI LEISURE CENTRE ACTION PLAN UPDATE

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

The attached Action Plan summaries the agreed work and progress to date by the Llanelli Leisure Centre Management Team to improve its processes following the 2018/19 Internal Audit report undertaken in January 2019.

It is very pleasing to note that many of the audit issues previously identified have been, or are being addressed. For example:

- recording and monitoring of bookings has improved;
- generally the income recording and document retention was a good standard;
- stock taking procedures and associated records have improved;
- no issues were identified in relation to Disclosure and Barring Service clearance during this review.

The 2018/19 Internal Audit report highlights five areas within the action plan, with three actions being rated as one star (minor issues) and two being rated as two star (Control issues required to strengthen existing procedures). All of these issues are now either complete or being actioned in line with target dates agreed.

The Improvements required in order to demonstrate a better standard of control over the centre's facilities in particular relate to:

- It should be ensured that sundry debtor accounts are raised promptly;
- Official orders are raised for all goods and services;
- All procurement complies with Financial Procedure Rules and Contract Procedure Rules;
- Training files are updated regularly and copies of all relevant certificates retained;
- Control documentation needs to be improved, to evidence that hours claimed are being properly monitored.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Ian Jones

Head of Leisure

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	YES	YES	NONE	YES	YES

1. Legal

2. Finance

Actions contained within the report include those related to financial processes and procedures. All actions are either complete or being addressed in line with agreed target dates.

3. ICT

Actions contained within the report include those related to ICT/System processes and procedures. All actions are either complete or being addressed in line with agreed target dates.

4. Risk Management Issues

5. Staffing Implications

Actions contained within the report include those related to staff management processes and procedures. All actions are either complete or being addressed in line with agreed target dates.

6. Physical Assets

Actions contained within the report include those related to physical assets. All actions are either complete or being addressed in line with agreed target dates.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Ian Jones

Head of Leisure

1. Scrutiny Committee

Not applicable.

2. Local Member(s)

Not applicable.

3. Community / Town Council

Not applicable.

4. Relevant Partners

Not applicable.

5. Staff Side Representatives and other Organisations

Not applicable.

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Internal Audit Summary Report – Llanelli Leisure Centre and Draft Action Plan 2016/17		\\ntcarmcc\cfp\Leisure & Culture\Sport & Leisure\04 South Area\01. LLC\05 Finance & Admin\13. AUDIT\LLC Draft Report 2016 17 v2.docx
Internal Audit Summary Report – Llanelli Leisure Centre and Draft Action Plan 2017/18		\\ntcarmcc\cfp\Leisure & Culture\Sport & Leisure\04 South Area\01. LLC\05 Finance & Admin\13. AUDIT\Submission Audit AP - 2017-18\Llanelli Leisure Centre Report 1718.docx
Internal Audit Summary Report – Llanelli Leisure Centre and Draft Action Plan 2018/19		

INTERNAL AUDIT 2018/19 – LLANELLI LEISURE CENTRE ACTION PLAN

	Summary of Issues	Recommendations	Rating	Agreed Action / Comments	Officer Responsible	Target Date
1	<p>Audit testing of a sample of 10 bookings identified that 5 of the related invoices were raised after more than 10 days. It is acknowledged that in 1 of the cases, this was as a result of issues with Gladstone. Financial Procedure Rules detail that invoices must be raised within 10 days from the incurring of the debt.</p> <p>In addition, 2 internal charges raised in June 2018 were still outstanding at date of audit (Feb 19).</p>	<p>It should be ensured that sundry debtor accounts are raised promptly.</p> <p>Monitoring of income receivable should be documented, together with any action taken in respect of non-payment.</p>	**	<p>Current reservation / configuration process requires officer to create membership ID, apply to booking screen and then activate account relevant to booking configuration/schedule. Invoice should be raised within 10 days from start date. Central administration team will manage transaction and update account. Further training will be administered to ensure financial regulations are maintained.</p> <p>IT process changed; Aug 2018 (approx), transition period may have caused minor discrepancies. Central Admin Team are now notified of charges and activate internal costs. Account details and payments are updated.</p>	<p>Active Facilities Manager / Deputy Supervisor (MS)</p> <p>Active Facilities Manager / Deputy Supervisor (MS)</p>	<p>31.07.2019 Complete: Systems and process in operation. Monthly update provided in service-wide Customer Experience Meetings, including relevant training for key personnel.</p> <p>31.07.2019 Complete: IT issue resolved and all transactions now periodically run.</p>
2	<p>Audit testing of a sample of 10 expenditure transactions identified 3 which did not have</p>	<p>It should be ensured that official orders are raised for all goods and services.</p>	*	<p>Monthly performance management meetings observe orders/ordering</p>	<p>Active Facilities Manager</p>	<p>31.07.2019 Complete: All staff</p>

	official orders raised, as per the requirement of Financial Procedure Rules.			process to ensure all Financial Procedure Rules are adhered too. All staff are aware that purchase order numbers must be raised prior to ordering. Further training will be scheduled to appropriate staff.		trained and reminded of relevant process and adherence monitored corporately by Leisure Business Support Unit and locally by Active Facilities Manager via monthly budget monitoring.
3	Inadequate documentation was provided to confirm that best value was obtained in the procurement of goods and services. From a sample of 10 expenditure transactions selected for testing procurement evidence was insufficient.	It should be ensured that all procurement complies with Financial Procedure Rules and Contract Procedure Rules. Adequate documentation should be maintained in order to confirm the Authority has obtained best value for money.	**	Selected Framework suppliers provide substantial stock provisions. Further training on procurement protocol is required.	Active Facilities Manager	31.10.2019 Partially complete – evidence of various procurement exercises linked to refuse, chemicals, housekeeping consumables, etc. to increase efficiency. Planned training of key staff within timescales set aligned to restructure process.

4	<p>Audit testing of a sample of 10 staff identified that copies of First Aid qualifications were not available in respect of 3 employees.</p>	<p>It should be ensured training files are updated regularly and copies of all relevant certificates retained.</p>	*	<p>National Pool Lifeguard Qualification (NPLQ) includes enhanced First Aid standard qualification. Employees will receive certificates directly, and we encourage that copies are maintained at site within training files. Updated RLSS digital systems now provide all employee training specification and schedules for easy access and monitoring.</p>	<p>Duty Supervisor (IW) / Area Sports and Leisure Manager / Active Facilities Manager</p>	<p>01.06.2019 Complete. Comprehensive training programme in place re: NPLQ and digital access system for qualification-checking. Incorporated First Aid qualification exceeds First Aid at Work qualification.</p>
5	<p>Audit testing of 10 timesheet entries in the ledger confirmed that improved procedures have been introduced to monitor the accuracy of time claimed by staff. However for most entries, the documentation provided was inadequately completed, and it was not possible to confirm the accuracy of time claimed.</p> <p>Staff do not always clock in/out for all shifts.</p>	<p>Control documentation needs to be improved, to evidence that hours claimed are being properly monitored. Additional staff training is required, to ensure monitoring records are consistently utilised, complete and accurate.</p> <p>Staff must be reminded to clock in/out for all shifts.</p>	*	<p>Continued communication with staff is maintained through our workforce Duty Supervisor who records and monitors standards, monthly performance reviews are shared with site management team.</p> <p>Current funding application and procurement exercise is being managed with the intention of introducing automated sign-in/out that will calculate hours etc and produce relevant reports.</p>	<p>Duty Supervisor (IW) / Active Facilities Manager</p> <p>Active Operations Manager</p>	<p>01.06.2019 Complete: Robust management and monitoring process in place</p> <p>31.01.2020 Corporate bid to Digital Transformation Board successful (May 2019). Working with IT to procure and implement automated system for</p>

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