

The Highland Council
Resources Committee – 24 August 2016

Agenda Item	18
Report No	RES/54 /16

Internal Audit Report – Statutory Performance Indicators 2014-15

Report by Director of Finance

Summary

This report updates Resources Committee on the outcome of the Internal Audit Report on Verification of Statutory Performance Indicators 2014-15 which was reported to Audit and Scrutiny Committee on 16 June 2016.

1. Verification of Performance Indicators 2014-15

- 1.1 The first objective of the internal audit review was to ensure that there are appropriate systems in place to ensure that the Council's performance data published is complete and accurate. This includes Statutory Performance Indicators (SPI's), Local Performance Indicators (LPI's) and SOLACE national benchmark data. The review found that this objective was 'partially achieved' with the majority of indicators found to be complete and accurate when recalculated.
- 1.2 The second objective was to ensure that the systems for the collection, recording and publication of performance data in accordance with the Council's Internal Guide to Statutory Performance Indicators found that this objective was 'mainly achieved'.
- 1.3 The Internal Audit opinion was that 'reasonable assurance' could be given to the Verification of Performance Indicators 2014-15. There are 3 medium grade improvement actions and the Internal Audit Report Action Plan is appended with the detail. The majority of actions have now been completed with some slippage reported on one action (4.2.1) on putting processes in place to hold system screen shots.

2. Implications

- 2.1 There are no resource, legal or Gaelic implications.

SPIs are evidence for some duties and commitments and also focus on the accessibility of data to the public. These are:

- Equalities: SPIs on Women in management, Disabled Access to Buildings and accessibility of PPR to the public.
- Climate Change/Carbon Clever: Refuse recycling, energy cost and consumption.
- Rural: A range of services including roads maintenance, recycling and

waste.

- Risk: The audit of SPIs provides the Council with opportunities to improve Public Performance Reporting (PPR) and thereby meet our statutory duties on PPR.

Recommendation

Resources Committee is invited to note the findings of the Internal Audit report presented to the Audit & Scrutiny Committee on 16 June 2016 and the actions being taken to implement its findings.

Designation: Director of Finance

Date: 10 August 2016

Author: Evelyn Johnston, Corporate Audit & Performance Manager

Action Plan

The Action Plan contains **3** recommendations as follows:

Description

Major issues that managers need to address as a matter of urgency.

Important issues that managers should address and will benefit the Organisation if implemented.

Minor issues that are not critical but managers should address.

Total recommendations

Priority	Number
High	0
Medium	3
Low	0
	3

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	IMPLEMENTATION	
					RESPONSIBLE OFFICER	TARGET DATE
4.1.1	Medium	2 Services (Development & Infrastructure and Community Services) had not retained or provided the required documentation as required by the Council's Guidance on Statutory Performance Indicators.	The Directors of Development and Infrastructure and Community Services should ensure that all relevant officers are aware of the requirements of the Internal Guide and the need to ensure compliance with Council Guidance.	Relevant officers to be made aware of the guidance, regarding SPI's and need to keep calculation and supporting documentation.	Environment Manager and Economy Regeneration Manager, Development and Infrastructure. Head of Performance and Resources, Community Services.	31/05/16
4.1.2	Medium	No response was provided by Services to the draft data figures provided by the Improvement Service. This information is circulated by the Corporate Performance Manager to allow Services to verify and if necessary, correct this, before the final information is published. Despite this verification process, differences were found in 2 out of 6 indicators between the	All Service Directors should ensure that the information provided by the Improvement Service is verified and any issues identified and addressed with the Improvement Service prior to publication.	Ensure that the information provided by the Improvement Service is verified and any issues identified and addressed with the Improvement Service prior to publication.	Directors of Service and Heads of Service	31/05/16

REPORT REF.	GRADE	FINDING	RECOMMENDATION	MANAGEMENT AGREED ACTION	IMPLEMENTATION	
					RESPONSIBLE OFFICER	TARGET DATE
		published data and the information provided by the Service. In both cases the Services were unable to explain the reason for the differences and it could not be established which set of data was correct. In addition, 1 indicator could not be checked as the officer who prepared the data had left and the supporting calculations could not be located.				
4.2.1	Medium	Where information was taken from live data systems screen shots had not been taken and retained. However, the present guidance does not require this information to be retained.	The Council's Guidance should be amended to advise Services to take and retain screen shots of live systems used for calculations of performance indicators for audit purposes.	Amend SPI guidance to require Services using live systems to provide SPIs data for Performance and Risk System (PRMS) to take screenshots from their system where appropriate to maintain a full record of SPI calculations and any changes. Ensure screen shots of the information used to calculate the SPI have been retained.	Corporate Performance Manager Head of Planning & Environment	Complete 31/05/16