

Report	Summary of key findings and recommendations	Recommendations			Status
		H	M	L	
<p>Subject: Asset Registers</p> <p>Date issued: 22 August 2019 Draft; 12 September 2019 Final</p> <p>Level of Assurance: accuracy of Services main asset registers, documentation retained, and insurance – Substantial; asset utilisation reporting, inventory recording, audit trail for asset disposal process - Limited</p>	<p>The purpose of this assurance audit was to carry out a review of the systems, processes and controls that are in place to ensure complete and accurate records of all Property, Fleet, Plant, and IT assets that underpin Asset Management Plans to deliver Council's strategies, plans & priorities. Midlothian Council has in place a number of separate asset registers to record different types of assets such as Property, IT Equipment, Fleet & Plant, and Infrastructure Assets. Services have developed processes to ensure that key asset information is appropriately recorded.</p> <p>Our audit identified that the most financially significant asset registers held by Services were generally accurate, and appropriate evidence was available for additions and disposals throughout the year in most Services. Internal Audit considers that the level of assurance we are able to give is Substantial in terms the overall accuracy of the Services main asset registers, documentation retained, and insurance. However, assurance is Limited in terms of reporting on utilisation, the registers used for recording lower value plant and equipment, and aspects around the audit trail and authorisation of asset disposal process for some Services.</p> <p>We made the following recommendations:</p> <ul style="list-style-type: none"> • Consideration needs to be given to upgrading the Fleet and Plant asset register, for use by all relevant services with plant and fleet equipment. (Low) • Improve and consolidate road and footpath asset management data in Confirm system, and improve the referencing to road adoption / acquisition documentation. (Low) • Services should ensure that there is an adequate audit trail of the authorisation for the asset disposal, along with the reason for disposal and reason for the method of disposal. (Medium) • Asset utilisation reporting should be further developed by Services across the Council. (Medium) • Periodic asset inspections/checks need to be carried out by Services to check the accuracy of their asset registers. (Medium) • Construction and Design need to ensure that Insurance Officer is adequately informed of assets under construction and when the buildings are due to be occupied. (Medium) 	0	4	2	<p>Following the issue of draft report, discussions were held with the various Managers responsible for the asset registers, to agree the factual accuracy of the report and agree the implementation of the Internal Audit recommendations, noting that all Services that use the different types of assets have a role in asset management planning and utilisation.</p> <p>The timescales for implementation of the recommendations are linked to their risk rating, or in the case of the low-rated recommendations, within reasonable timescales reflecting the system changes required.</p>

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<p>Subject: Attendance Management</p> <p>Date issued: 22 August 2019 Draft; 05 September 2019 Final</p> <p>Level of Assurance:</p> <ul style="list-style-type: none"> Policy and Procedures and Wellness@Midlothian – substantial (subject to minor policy amendments) Processes (application of policy by Management, monitoring, reporting and documentation) - limited 	<p>The purpose of this assurance audit was to assess the controls in place to manage sickness absence across the Council, including compliance with policy and procedures, which underpin the effective use of resources.</p> <p>A Maximising Attendance at Work (MAW) policy is in place and this details how Managers should manage and monitor attendance and provide assistance to employees to enable a supported return to work.</p> <p>Recording of sickness absences, working patterns and calculation of the Statutory Sick Pay on the iTrent system (the HR and Payroll system used by Midlothian Council) is administered by the Employment and Reward (E&R) team. Managers are required to report all absences, and subsequent returns to work, to E&R via email using a sickness reporting template. The E&R team are responsible for updating the data on the system timeously.</p> <p>Internal Audit visited 10 areas across the Council to determine whether the MAW policy is being complied with, and tested a sample of 26 short and long term absences. The following good practice was found:</p> <ul style="list-style-type: none"> Managers are making use of all of the services available to support the wellbeing of employees such as occupational health and the Employee Assistance Programme; Wellness@Midlothian builds on the Healthy Working Lives (Gold Award achieved in 2013 and maintained annually since then) and is a key strand of the Workforce Strategy; A workshop in May 2019 reviewing the data on staff absenteeism identified common trends across systems and practices and highlighted specific areas for future work; There is a Project which will further improve how sickness absences are recorded via self-service for Managers; and There is a separate Project looking at Business Analytics and there is an intention to develop attendance management dashboards for Managers including the potential for graphical presentation of absence triggers. It should be noted that this is an enhancement of information that is currently available to Managers via MiTeam. 	1	0	3	<p>Management have agreed to implement the Internal Audit recommendations within the standard timescales linked to their risk rating.</p> <p>As part of the launch of iTrent Electric, communications and training will be offered to Managers.</p> <p>Reference will be made to the Maximising Attendance at Work policy at the mandatory induction training.</p> <p>Whilst these improvements will be led by HR, all Line Managers of employees have a role in effectively managing sickness absence in their Service areas.</p>

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Subject: Attendance Management (cont'd)	<p>Although support and training has been provided to Managers, our review highlighted issues in 4 out of the 10 areas including lack of awareness of policy and templates, lack of clarity on trigger points for actions, and lack of employee contact in long-term absence.</p> <p>Data analytics was undertaken by Internal Audit between the Council's time recording system (Etarmis) (used by 28% of all staff who can predominantly utilise flexi working) and the iTrent system. It was found that for a number of cases, sickness absences had been recorded on Etarmis but had not been recorded on iTrent. This indicates that Managers may not be reporting sickness absences to E&R or may be authorising sickness absence updates to Etarmis which are incorrect. Generally an Employee triggers an Etarmis update, for authorisation by a Manager, whereas it is the Manager who prompts an update on iTrent.</p> <p>We consider that we are able to provide substantial assurance for Policy and Procedures and Wellness@Midlothian and limited assurance for Processes (application of policy by management, monitoring, reporting and documentation).</p> <p>We made the following recommendations:</p> <ul style="list-style-type: none"> Managers should implement and consistently apply the requirements of the Maximising Attendance at Work (MAW) policy, and submit sickness absences to Employment & Reward on a timely basis. To assist with this, further targeted training should be provided by HR. (High) The success and measures of Wellness@Midlothian should be reported to CMT along with an update of new initiatives and actions undertaken. (Low) The Maximising Attendance at Work policy should be updated to reflect GDPR and retention policy requirements. (Low) The raw data reports used to generate the sickness absence day's performance indicator should be retained for 2 years. (Low) 				