

COMMUNITY TRANSPORT ACTION PLAN - UPDATE

To: Audit & Accounts Committee

Meeting Date: 28th March 2019

From: Duncan Wilkinson, Chief Internal Auditor

Purpose:

a) To provide the Committee with an update on progress with the Community Transport Action Plan, following the previous update to Committee on the 24th January 2019.

b) To highlight matters arising as part of the implementation of these actions, and invite the views of Committee members.

Recommendation: Audit & Accounts Committee is requested to note the progress with the Action Plan.

<i>Officer contact:</i>		<i>Member contacts:</i>	
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1. BACKGROUND

- 1.1 There was a major review of Community Transport in Cambridgeshire, culminating in the public meeting on July 31st 2018. A twelve-page Action Plan, presented by the Chief Executive, was reviewed in detail. Additional actions were agreed during the meeting, and these have been added to a final full action plan.
- 1.2 During the meeting it was agreed that Audit & Accounts would maintain oversight of the implementation of recommendations, to ensure they are carried out as planned. The most recent update on Action Plan progress was brought to the meeting of the Committee on the 24th January 2019.

2. CURRENT PROGRESS

- 2.1 A copy of the Action Plan, showing only actions which were not marked as 'complete' at the previous Committee meeting, is provided at Appendix 1. In this document, the numbering of actions has been retained from the original full Action Plan, to ensure continuity.
- 2.2 At the January meeting of the Committee, of the 66 actions in the full Action Plan, 55 (83%) were marked as complete, with evidence provided.
- 2.3 Of the 11 actions which had not been completed at the time of the previous meeting:
 - 2 are ongoing actions, with no expected end date (18%)
 - 4 actions have been marked as completed (36%)
 - 5 remain in progress (45%)
- 2.4 Committee is requested to note the progress with implementation of the Action Plan.

3. MATTERS ARISING

Key areas for the Committee to be aware of are highlighted below.

3.1 Internal Audit Visit to FACT, HACT & ESACT (FH&E):

Internal Audit undertook a visit to FH&E on the 23rd November 2018. The visit identified a number of issues with the financial segregation between the commercial and charitable arms of the organisation; the issues were highlighted in a report which was presented to this Committee on the 24th January.

The Trustees of FH&E have accepted the weaknesses outlined in the report, and have identified proposals to reduce the number of separate organisational arms, in order to simplify administration.

FH&E have confirmed that they have now appointed new accountants and auditors, with extensive experience in third sector accountancy. They are working with this company to restate the accounts, and also to review the accounting and profitability of the commercial

business, to recommend and implement permanent solutions to the issues highlighted in the audit report.

3.2 Review of Public Funding:

PKF were commissioned to provide an independent estimate of the extent to which public funding subsidised the growth of the FH&E commercial fleet, to provide a basis for recovery action to be taken by the Council, in line with the request from the Audit & Accounts Committee.

This report has now been finalised and shared with senior management and the Chairman and Vice Chairman of the Audit & Accounts Committee. Negotiations with F&HE regarding the repayment of excess funding have now commenced.

3.3 East Cambs Connect Contract:

The service have issued the six month notice for the termination of the East Cambs Connect Contract, which is still provided by ESACT (Ely & Soham Association for Community Transport). Work is underway on a procurement exercise to provide a replacement service, with the timeline as follows:

- Out to tender: 12th April 2019
- Tenders returned: 10th May 2019
- Contract award: 31st May 2019
- New contract commences: 15th July 2019

3.4 External Officer Review of Freedom of Information (FOI) Requests:

The Data Protection Officer at Peterborough City Council was asked to investigate issues highlighted in the PKF report, regarding problems with inaccurate responses to FOI requests. This report has been completed, and an Action Plan developed by the Council in response to the original report recommendations.

The full report may be found at Appendix 2 to this report, and the Action Plan is provided at Appendix 3.

3.5 Eligibility Criteria & Data Protection:

The new membership eligibility criteria requirements agreed by Cambridgeshire County Council is being implemented by FH&E on the 1st April, to align with the new financial year. This has also been taken as an opportunity by FH&E to standardise membership fees, as previously members across the three charitable organisations did not pay a standard amount.

The new FH&E privacy policy is being circulated to all members in the week commencing 11th March, as part of the organisations' annual mailshot to all members along with a members' newsletter and other information. This will ensure that both FH&E and Cambridgeshire County Council are compliant with their obligations under the General Data Protection Regulations.

Source Documents	Location
Community Transport Action Plan	Internal Audit Octagon 1, Shire Hall, Cambridge