

FINAL MANAGEMENT ACTION PLAN UPDATED IN NOVEMBER 2015

Directorate:	Environment and Infrastructure
Audit report:	A003890 / 2014/15 - Review of Bus Operating Contracts
Dated:	1 December 2014

PRIORITY RATINGS

Priority High (H) - major control weakness requiring immediate implementation of recommendation

Priority Medium (M) - existing procedures have a negative impact on internal control or the efficient use of resources

Priority Low (L) - recommendation represents good practice but its implementation is not fundamental to internal control

I agree to the actions below and accept overall accountability for their timely completion. I will inform Internal Audit if timescales are likely to be missed.

The auditor agrees that the actions set out below are satisfactory.

Lead Responsible Officer (HOS): Ian Boast

Auditor: Siva Sanmugarajah

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Para Ref	Recommendation	Priority Rating	Management Action Proposed	Timescale for Action	Officer Responsible	Position as at Nov 2015
5.19	Priority should be given to the work that is already underway in implementing a suitable alternative and a user friendly IT system which will enable transparency and audit trails of all operations that take place in the Bus Service Planning Team.	High	Transfer all local bus contracts onto the Mobisoft system.	1 April 2015	Lawrie James, Bus Service Planning Team Manager.	All bus contracts were transferred to Mobisoft Travel Centre (MTC) as at 31 October 2015.
5.20	Referencing of contracts should be reviewed and a logical sequence adopted	High	To form part of the establishment of the Mobisoft	1 April 2015	Lawrie James, Bus Service Planning Team	As part of transferring the bus contracts to MTC, greater clarity has been established in referencing the

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	clearly separating the routes and days of operation.		system.		Manager.	contracts and reflecting the price changes.
5.21	The contracts with no end dates should be awarded as one year contracts and reviewed annually. The extensive knowledge and experience of the current staff in the team should be captured to develop and formulate end to end processes of the team to enable the service to operate efficiently and effectively.	Medium	Contracts to be awarded for one year and reviewed annually with documentation. End to end process review to take place in Spring 2015.	One year contracts in place by September 2015. End to end process developed and agreed by June 2015.	Lawrie James, Bus Service Planning Team Manager.	The contracts with no end dates apply to deminimis contracts only. These have been set up with end of August as the end date to coincide with the end of an academic year and will be reviewed in advance of end date each year to determine whether to continue, alter or terminate. For the contracts that are chosen to continue for another 12 months, prices will be negotiated for that period.
5.29	Senior Management should implement a system which is 'fit for purpose' to enable team staff to deliver the bus service efficiently and effectively. This should include the use of a suitable Information Technology system to maintain accurate contract records, introduce formal contract monitoring and reporting arrangements and utilise the	Medium	See 5.19 and 5.20 above	See 5.19 and 5.20 above	Lawrie James, Bus Service Planning Team Manager.	See 5.19 above.

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	pooled knowledge and experience of the team staff.					
5.37	The proposed procurement arrangements of moving to Framework Contracts should be progressed as appropriate. These should complement the Information Technology systems to be chosen and support the planning and delivering of the bus service required for the residents of Surrey.	Medium	Progress to framework arrangements with Procurement.	The process will be in place by Spring 2015 for the contracts to start in September 2015.	Lawrie James, Bus Service Planning Team Manager and Shobhana Snow, Category Specialist.	The new Dynamic Purchasing System went live in February 2015 and has been used for the local bus tenders.
5.45	A single system that is fit for purpose that interfaces with SAP should be used to maintain complete and accurate information on the contracts that SCC has with the bus operators while reducing the manual processes.	Medium	See 5.19 and 5.20 above.	See 5.19 and 5.20 above.	Lawrie James, Bus Service Planning Team Manager.	This is planned for April 2016.
5.46	More robust business processes should be developed and the staff supporting the service should	Low	See 5.19 and 5.20 above.	See 5.19 and 5.20 above.	Lawrie James, Bus Service Planning Team Manager.	The bus contract information held in MTC will enable staff to access and undertake their duties and any amendments made to the system

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	have access to the system at the appropriate level to carry out their duties and maintain comprehensive records at all times. All variations to the contracts, however small should be noted to make the changes transparent and the system should enable staff to trace the changes through audit trails.					can be traced.
5.55	All the risks of the team should be fully and clearly identified in light of the pressures faced by the team. The weaknesses of the Access Database currently used by the team which is not fully supported by Information Management and Technology (IMT) should be fully reviewed and addressed as a priority.	Low	Review the Travel and Transport Group's recorded risks on the risk register. Actions progressed under 5.19 and 5.20 above will manage these risks.	1 January 2015	Paul Millin, Travel and Transport Group Manager.	Having implemented the new system for bus contracts, the service is confident that risks can be identified and managed more effectively.