



## Systems review of MyBus administration

**Committee**            Audit and Standards

**Date of meeting**    9 February 2018

**Date of report**    26 January 2018

### Report by Assistant Chief Executive (Business Support)

#### 1. Object of report

To advise the committee on the findings of a systems review of MyBus administration. This engagement is included in the annual Internal Audit plan for 2017/18.

#### 2. Background

MyBus has been delivering demand responsive bus services since January 1989. MyBus is a bookable bus service offering door-to-door transport in the Partnership area. MyBus can be used for shopping, GP appointments, visiting friends, attending local clubs, and much more. MyBus picks up and drops off service users as close as possible to their destination. All vehicles are low-floor and wheelchair friendly.

The MyBus service is provided across 33 designated areas throughout (within) the Partnership area. MyBus services operate daily between 09:00 and 18:00 hours, with some providing evening services. The patronage for MyBus in 2016/17 was 490,320.

A MyBus can be booked (by registered service users) either by phoning the designated phone number for the chosen area or via the website. Bookings require to be made (up to) the day before travel. For Sunday travel, bookings are made on the previous Thursday and for Monday travel, the Friday before.

MyBus services are provided by bus operators by way of a contract with SPT.

The objective of this engagement was to review the internal control and administration systems in place for MyBus services.

This engagement tested elements of the internal controls and mitigation against SPT20: failure or disruption to bus market, as identified in the corporate risk register.

### 3. Outline of findings

Engagement testing found a requirement to cleanse standing data held on MyBus service delivery. In addition, testing also identified a requirement for MyBus management to review contractual arrangements with bus operators.

There are areas for improvement, and these areas have been addressed by seven audit recommendations. Bus services management have agreed to implement these recommendations, which are currently being actioned.

### 4. Conclusions

The Audit and Assurance team has undertaken a systems review of MyBus administration. Seven recommendations have been agreed from this engagement.

Key controls exist and are applied consistently and effectively in the majority of areas tested in this engagement.

Reasonable assurance can be taken from the controls in place for the areas covered in this engagement.

### 5. Committee action

The committee is asked to note the contents of this report and agree that the Audit and Assurance Manager submits a follow-up report on the implementation of the recommendations to a future meeting.

### 6. Consequences

Policy consequences	<i>None</i>
Legal consequences	<i>None</i>
Financial consequences	<i>None</i>
Personnel consequences	<i>None</i>
Social Inclusion consequences	<i>None</i>
Risk consequences	<i>As detailed in the report</i>

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**Name** Gordon MacLennan

**Title** **Assistant Chief Executive  
(Business Support)**

**Title** **Chief Executive**

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