Committee report

SPT

Regularity audit of bus infrastructure outcomes

Committee   Audit and Standards

Date of meeting 27 November 2020   **Date of report**   7 October 2020

Report by Assistant Chief Executive

1. Object of report

To advise the committee on the findings of a regularity audit of bus infrastructure outcomes. This engagement is included in the annual Internal Audit plan for 2020/2021.

2. Background

SPT is responsible for the provision, maintenance, cleaning and inspection of bus stops, bus shelters and Real Time Passenger Information (RTPI) signage across the Partnership area.

The provision of bus infrastructure services requires delivery of a capital programme to replace, refresh and upgrade bus stops and shelters and implement RTPI initiatives.

SPT manages a reporting procedure for defects or damages to bus stops and/or shelters and RTPI signage. Defects and damage reports can be received by telephone, email, or the SPT website from partner authorities, members of the public, contractors and bus operators. All reports are logged and allocated to a staff member to investigate, action and record when issues/repairs are completed.

The objective of this engagement was to assess the application of bus infrastructure policy and procedures.

This engagement tested elements of the internal controls and mitigation against SPT20: Continual (bus) network reviews, as identified in the corporate risk register.

3. Outline of findings

As at August 2020, SPT manages over 29,600 items of bus infrastructure in the Partnership area including: 11,387 bus stops; 3,358 bus shelters, 684 RTPI electronic signs and 13,856 information cases.

SPT co-ordinates service provision with partner authorities, contractors, power supply providers, developers, and other key stakeholders.

Engagement testing (August 2020) identified a requirement to enhance and refresh procedural guidance, review performance and committee reporting arrangements and cost recharging methodology.

There are areas for improvement, and these areas have been addressed by five recommendations.

Bus strategy and delivery management have agreed to implement these recommendations, which are currently being actioned.

4. Conclusions

The Audit and Assurance team has undertaken a regularity audit of bus infrastructure outcomes. Five recommendations have been agreed from this engagement.

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

Reasonable assurance can be taken from 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 meeting in approximately six months.

6. Consequences

Policy consequences	*None.*
Legal consequences	*None.*
Financial consequences	*None.*
Personnel consequences	*None.*
Equalities consequences	*None.*
Risk consequences	*As detailed in the report.*

Name   Valerie Davidson

Name   Gordon Maclennan

Title   **Assistant Chief Executive**

Title   **Chief Executive**

For further information, please contact Iain McNicol, Audit and Assurance Manager on 0141 333 3195.

Agreed action plan: regularity audit of bus infrastructure outcomes

No.	Recommendation	Priority	Action Proposed	Lead Officer	Due date
1	Policy and procedures Comprehensive bus infrastructure procedural guidance should be refreshed and enhanced to reflect service delivery outcomes. Once documented, this guidance should be communicated and presented to all relevant staff.	Low	Procedural guidance will be reviewed and enhanced. Guidance will be circulated to all relevant staff.	Bus Development Manager	February 2021
2	Succession planning Bus Strategy & Delivery management should undertake a comprehensive transfer process of bus infrastructure service provision.	High	Due to the current vacancy freeze within SPT, the bus infrastructure will be administered by the Bus Development Manager. A comprehensive handover process has been undertaken.	Bus Development Manager	Implemented
3	Cost recharging methodology In conjunction with Senior Finance management, Bus Strategy & Delivery management should review the bus infrastructure cost recharging methodology and arrangements to stakeholders.	Medium	As part of the budget setting process, a meeting with Senior Finance Management will be arranged to review cost recharging methodology.	Head of Bus Strategy & Delivery	November 2020

No.	Recommendation	Priority	Action Proposed	Lead Officer	Due date
4	Bus infrastructure digital systems Bus Strategy & Delivery management should undertake a review of the digital requirements of the bus infrastructure section including • Digital system priorities, • workflow, • interdependencies with external systems, • management information provision.	Medium	A separate work stream has been identified as part of the BARST (Bus and Related Systems Transformation) project to review bus infrastructure digital requirements.	Head of Bus Strategy & Delivery	November 2020
5	Performance reporting arrangements Bus Strategy & Delivery management should consider reviewing bus infrastructure performance management information reporting requirements for the Strategy Group and committee /Partnership.	Low	Performance management reporting is subject to review.	Head of Bus Strategy & Delivery	February 2021