



**Item No. 6**

**Meeting Date**

**Wednesday 12<sup>th</sup> June 2024**

**Glasgow City  
Integration Joint Board  
Finance, Audit and Scrutiny Committee**

**Report By:** Chief Internal Auditor for the Integration Joint Board

**Contact:** Duncan Black

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**Internal Audit Update  
(1 December 2023 – 30 April 2024)**

**Purpose of Report:**

To present to the Glasgow City Integration Joint Board Finance, Audit and Scrutiny Committee details of the Internal Audit work undertaken at Glasgow City Council and NHS Greater Glasgow and Clyde that may have an impact upon the Glasgow City Integration Joint Board.

**Background/Engagement:**

The Integration Joint Board is required to comply with Article 7 of the Local Authority Accounts (Scotland) Regulations 2014. The regulations require a local authority to operate a professional and objective internal auditing service in accordance with recognised standards and practices in relation to internal auditing.

**Governance Route:**

The matters contained within this paper have been previously considered by the following group(s) as part of its development.

HSCP Senior Management Team ☐  
Council Corporate Management Team ☐  
Health Board Corporate Management Team ☐  
Council Committee ☐  
Update requested by IJB ☐  
Other ☐  
Not Applicable ☒

**Recommendations:**

The IJB Finance, Audit and Scrutiny Committee is asked to:

a) note the content of the report.

**Relevance to Integration Joint Board Strategic Plan:**

To provide assurance on various aspects of the Strategic Plan.

**Implications for Health and Social Care Partnership:****Reference to National Health & Wellbeing Outcome:**

n/a

**Personnel:**

There are no direct personnel implications as a result of the content of this paper.

**Carers:**

There are no direct implications for carers as a result of the content of this paper.

**Provider Organisations:**

There are no direct implications for provider organisations as a result of the content of this paper.

**Equalities:**

n/a

**Fairer Scotland Compliance:**

n/a

**Financial:**

There are no direct financial implications as a result of the content of this paper.

**Legal:**

The IJB will be compliant with:

- The Integrated Resource Advisory Group guidance in relation to audit provision.
- The Local Authority Accounts (Scotland) Regulations 2014.

**Economic Impact:**

There is no wider economic impact within the city of proceeding with the course proposed.

**Sustainability:**

There are no direct sustainability implications as a result of the content of this paper.

**Sustainable Procurement and Article 19:**

There are no direct sustainable procurement and Article 19 implications as a result of the content of this paper.

**Risk Implications:**

Internal Audit facilitates the reduction of risks identified during the audit process.

**Implications for Glasgow City Council:**

The Internal Auditors of Glasgow City Council will continue to follow up on the recommendations arising from the reviews relating to Social Work Services.

**Implications for NHS Greater Glasgow & Clyde:**

The Internal Auditors of NHS Greater Glasgow & Clyde will continue to follow up on the recommendations arising from the reviews relating to NHS Greater Glasgow & Clyde.

## 1. Purpose

- 1.1. To present to the Integration Joint Board (IJB) Finance, Audit and Scrutiny Committee details of the Internal Audit work undertaken at Glasgow City Council and NHS Greater Glasgow & Clyde that may have an impact upon the Glasgow City Integration Joint Board.

## 2. Background

- 2.1. Both Glasgow City Council (GCC) and NHS Greater Glasgow & Clyde (NHSGGC) have Internal Audit functions that conduct audits across each organisation and report the findings of these to the respective audit committees.
- 2.2. Members of the IJB have an interest in the outcomes of audits at both Glasgow City Council and NHS Greater Glasgow & Clyde that have an impact upon the IJB's ability to deliver the Strategic Plan.
- 2.3. This report provides a summary to the Glasgow City Integration Joint Board's Finance, Audit and Scrutiny Committee (FASC) of the relevant Internal Audit activity at these organisations since the last update to the FASC in December 2023.

## 3. Glasgow City Council

- 3.1. In the period, the following Internal Audit reports which are relevant to the Integration Joint Board have been issued to Glasgow City Council. The table below shows the number of recommendations relevant, either directly or indirectly, to Social Work Services (SWS).

Audit Title	Opinion	Number and Priority of Recommendations			
		High	Medium	Low	SI*
Corporate Reviews:					
SAP P1 Incident	Bespoke	0	0	0	0
IT Service Requests and Incident Management	Reasonable	0	1	0	0
Use of Agency Workers (note (i))	Limited	4	1	0	0
Procurement – non catalogue spend	Reasonable	0	6	0	0
Strategic Risk Mitigation	Reasonable	0	5	0	0
Information Security Risk Management	Reasonable	0	0	1	0
Capital Project Governance and Management	Reasonable	0	2	0	0
Social Work Services' Reviews:					
Payroll Verification	Reasonable	0	1	0	0
TOTAL		4	16	1	0

\*Service Improvement

3.2. In each audit one of four opinions is expressed:

- The control environment is satisfactory i.e., audit testing found no concerns with the control environment.
- A reasonable level of assurance can be placed upon the control environment i.e., audit testing found no major weaknesses in the control environment, but some improvements could be made.
- A limited level of assurance can be placed upon the control environment i.e., improvements are necessary to ensure the control environment is fit for purpose.
- The control environment is unsatisfactory i.e., significant improvements are required before any reliance can be placed upon the control environment.

3.3. Notes:

- (i) Use of Agency Staff  
The high priority recommendations relate to (i) reviewing and updating the corporate processes for the use of agency staff, (ii) reviewing and updating the local service procedures for the use of agency staff, ensuring that these align with the corporate procedures, (iii) ensuring the correct procurement arrangements are followed, and (iv) the controls around payment of invoices for agency staff.

3.4. Update on previously reported high priority recommendations:

The table below details previously reported high and medium priority recommendations from the reviews undertaken within Glasgow City Council of relevance to the IJB. All high and medium priority recommendations have been implemented with the exception of one medium priority recommendation in relation to contract management arrangements. Full details are in the table below.

Audit Title	Opinion	Number of Recommendations		
		High/ Medium Priority	Complete	Outstanding
Corporate Reviews				
Use of Consultants	Limited	2	2	0
Data Breach Response Arrangements	Reasonable	2	2	0
Establishment visits	Reasonable	1	1	0
Scottish Child Abuse Inquiry Response Arrangements	Reasonable	2	2	0
Payroll (Non-Core Payments)	Reasonable	2	2	0

<b>Financial Services Reviews</b>				
Infection Control in Care Settings	Reasonable	3	3	0
<b>Social Work Services Reviews</b>				
Contract Management	Reasonable	5	4	1
Tenant Grant Fund	Reasonable	1	1	0
<b>TOTAL</b>		<b>18</b>	<b>17</b>	<b>1</b>

#### 4. NHS Greater Glasgow & Clyde

4.1. In the period, the following Internal Audit reports, which are relevant to the Integration Joint Board, have been issued to NHS Greater Glasgow & Clyde:

<b>Audit Title</b>	<b>Report Classification</b>	<b>Number of Issues per Grading</b>			
		<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Infection Prevention and Control (note (ii))	Minor Improvement	0	1	1	1
Consultant Job Planning (note (iii))	Substantial Improvement	0	3	4	0
eHealth Application Access Management	Minor Improvement	0	0	3	0
Managing Staff Absence (note (iv))	Minor Improvement	0	1	4	0
Public Health Screening (note (v))	Minor Improvement	0	2	4	0
<b>TOTAL</b>		<b>0</b>	<b>7</b>	<b>16</b>	<b>1</b>

4.2. The ratings below describe the overall opinion on the control frameworks reviewed during each audit:

- Immediate, major improvement required: Controls evaluated are not adequate, appropriate, or effective to provide reasonable assurance that risks are being managed and objectives should be met.
- Substantial improvement required: Numerous specific control weaknesses were noted. Controls evaluated are unlikely to provide reasonable assurance that risks are being managed and objectives should be met.
- Minor improvement required: A few specific control weaknesses were noted; generally however, controls evaluated are adequate, appropriate and effective to provide reasonable assurance that risks are being managed and objectives should be met.
- Effective: Controls evaluated are adequate, appropriate, and effective to provide reasonable assurance that risks are being managed and objectives should be met.

**Ranking Definition:**

4. Very high-risk exposure - major concerns requiring immediate senior management attention.
3. High risk exposure - absence / failure of key controls.
2. Moderate risk exposure - controls not working effectively and efficiently.
1. Limited risk exposure - controls are working effectively but could be strengthened.

4.3. None of the audits completed since the last update have been rated as 'immediate, major' improvement required.

4.4. Notes:

- (ii) Infection Prevention and Control  
The one grade 3 recommendation relates to training on infection prevention and control matters.
- (iii) Consultant Job Planning  
The grade 3 recommendations relate to (1) complete and up to date job plans, (2) the application of job planning guidance, and (3) the enhancement of the monitoring processes.
- (iv) Managing Staff Absence  
The one grade 3 recommendation relates to improving compliance with the Managing Attendance Policy and understanding the drivers between current non-compliance.
- (v) Public Health Screening  
The grade 3 recommendations relate to undertaking a mapping exercise in relation to two specific screening processes to identify current failsafe mechanisms to identify any gaps and where additional failsafe mechanisms should be introduced in order to strengthen the controls of the programme.

4.5. Update on previously reported high priority recommendations:

The table below details previously reported grade four / three recommendations from the reviews undertaken within NHSGGC of relevance to the IJB. These recommendations have now been implemented.

Audit Title	Report Classification	Number of Issues per Grading				
		Grade 4	Grade 3	Complete	Due	Not yet due
Public Protection Arrangements	Substantial Improvement	0	4	4	0	0
Moving Forward Together Implementation	Bespoke	0	3	3	0	0
Use of Agency Staff	Substantial Improvement	0	2	2	0	0
Cyber Resilience	Minor Improvement	0	1	1	0	0
<b>TOTAL</b>		<b>0</b>	<b>10</b>	<b>10</b>	<b>0</b>	<b>0</b>

## **5. Recommendations**

- 5.1. The IJB Finance, Audit and Scrutiny is asked to:
- a) note the content of the report.