

Appendix 1b: Other Audits and Grant Claims

Airport Business Park Benefits Management

Objective

To provide support and independent challenge to management in the development of benefits management controls, designed to help ensure the project can demonstrate achievement of its expected benefits.

Results

This work resulted in Internal Audit supporting the project in the development of a draft benefits profile, which now contains fields to capture key information in relation to the project's planned benefits.

Work focussed on which benefits could be measured for the two key elements of phase 2 of the project, which are:

The Innovation Centre

The workshop determined two planned benefits which are:

- creating a business / networking community which allows businesses to support each other and thrive
- creating additional jobs for the local community (exact number to be agreed)

The dis-benefit is the likely need for financial subsidy during the early phase of operation. The aim will be to reduce this to zero within three years of the centre opening.

Infrastructure Works

The workshop determined that the infrastructure works enables other areas of the project to realise benefits and did not directly plan to realise benefits of its own.

This is also in line with the business case submitted to the South Essex Local Enterprise Partnership (SELEP) which focused on the business park as a whole with infrastructure enabling the whole development.

Further work was required to:

- finalise this draft, ensuring the proposed baselines and targets were appropriate; and agree nominated benefit owners
- develop it to include wider overall benefits set out in the project's business case and determine what could be included and measured from Phase 1
- monitor and manage their realisation as the project progresses.

Social Care IT Case Management System, Project Implementation “Go Live” Readiness Assessment for Adults (Liquid Logic)

Objective

To provide a framework to enable an assessment to be made of the readiness of the new Social Care IT Case Management System for Adult's services to 'Go Live'.

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To independently challenge and report on the Project Team's assessment against the success criteria within the framework, prior to any decision being made by the Project Board to 'Go

Results of Readiness Assessment

The Project Team's self assessment of readiness for "Go Live" against the success factors agreed with the Project Board was found to be well documented. In addition, the team demonstrated a clear understanding of the majority of mitigating actions that were required ahead of "Go Live" and had plans in place to address many of them.

The audited "Go Live" assessment presented to the Project Board was considered alongside other inputs from the Project Team and was used by the Board to inform their final decision to "Go Live".

Complaints Investigated by Contractors

Issue

The Local Government Ombudsman has issued a judgement the following judgement when investigating a complaint regarding a contractor.

"The law is clear: it says that the actions of any firm contracted shall be treated as actions of or on behalf of the council. This means that when a complaint arises, councils have a duty to make sure that it is investigated rigorously, fairly and independently, taking into account all evidence available.

"We are urging councils to consider how they integrate their own complaints policies into contracts with external companies so that complaints are dealt with effectively and to ensure that the council maintains oversight".

Action being taken

Officers are reviewing the robustness of clauses relating to complaints in standard documents issued to suppliers providing services.