

audit and inspection 2003/2004

Progress statement November 2003
2003/2004 audit and inspection programme

Bury Metropolitan Borough Council

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- Progress statement

Authority		Bury MBC			
Audit and Inspection Activity 2003-04: Progress at 17 November 2003					
Council's priorities for improvement	Title or focus of activity	Outline Scope	Proposed timetable for audit, inspection and other activity (if known)		Progress of audit and inspection work at 10 September 2003
Establish a corporate performance management framework that has continuous service improvement at its heart and acts as a driver for improvement.	Evaluate implementation of performance management framework.	Review corporate and departmental implementation of the performance management framework	June 2003	December 2003	Begun by working with Bury officers in 'workshops' to facilitate implementation of performance management framework. Have also reviewed training programme. Further context of work being determined.
	Arrangements for carrying out service reviews and measuring improved service outcomes.	Develop arrangements for measuring improvements in service outcomes.	June 2003	December 2003	Work linked to above work programme is being planned to link with Bury's own work.
		Track through a sample of completed Best Value Reviews (e.g. Community Safety) and assess impact of implementation plans.	September 2003	December 2003	Work scoped in October 2003 for community safety and customer access.
		Carry out a staged inspection of the Environmental Stewardship service review stages 1 and 2.	Quarter 1 2003	Quarter 4 2003	First Stages working with Environment officers is to be reported.
	Scrutiny arrangements	Follow up previous audit work on scrutiny arrangements and carry out a diagnostic review of health scrutiny arrangements	August 2003	October 2003	Draft memo to be issued later in November 2003 for discussion and agreement.
Develop project planning and management to support the delivery of service improvement action plans.	Review integrity of priority service action plans	Review action plans being developed to address 'priority framework' Best Value Performance Indicators	June 2003k	October 2003	Plans reviewed alongside PI outturn tests for 2002 2003. Results form part of PI report to this Committee.
Secure effective information and communication technology (ICT) arrangements that support e-government plans and migration from the mainframe computer.	Implementation of an effective ICT strategy.	Carry out a diagnostic review of the arrangements for e-government based on the Audit Commission good practice guidance. .	July 2003	November 2003	Work in progress
	Mainframe migration.	Monitor arrangements for implementing the mainframe migration programme	July 2003	November 2003	Work in progress
Develop effective corporate risk management arrangements.	Arrangements for effective risk management	Review implementation of corporate risk management arrangements.	September 2003 October 2003	October 2003 To be agreed	Visited risk management group to begin work. Our input to be scoped as lots of work in progress at Bury.
Improve customer care provision.	Service inspections	Review impact as part of planned service inspections.	To be agreed		As part of other work, no specific project

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Implement policy-led budgeting to link corporate objectives to service and financial planning.	Review implementation of policy-led budgeting.	Review process for implementing policy-led budgeting. .	ongoing		Ongoing discussions
		Review operation of the Service Development and Delivery Plan process	To be agreed		Linked to performance framework
Develop and implement a human resources strategy.	Implementing an HR strategy	Follow up previous audit work in this area.	September 2003		Draft comments issued on draft strategy. Further work possible later
Develop procurement and joint working arrangements	Developing procurement and joint working.	Follow up previous audit work in this area.	To be agreed		Work yet to be scoped
Other Issues					
Housing repairs and maintenance.	Housing repairs and maintenance service.	Pre ALMO support replaces this work	June 2003	Mar 2004	Work underway by Housing Inspectors
Learning disabilities service.	Provision of learning disabilities service.	Inspection of learning disabilities service.			Work to be done by SSI
Housing benefits service performance	Housing benefits service	Inspection of housing benefits service.	June 2003	August 2003	Inspection completed by BFI
Housing services.	Service performance.	Mandatory desktop inspection.	To be agreed.		AC requests now that this time is kept for next planning cycle
Environment services	Service performance.	Mandatory desk top inspection	To be agreed.		AC requests now that this time is kept for next planning cycle
Quality of BVPP.	Qualitative aspects of the BVPP.	Mandatory qualitative review.	October 2003.	December 2003	Work in progress preparing CPA improvement report which will be part of Annual letter shared with Councillors in January 2004
Improve cultural services	Cultural Services inspection	Whole Service Inspection cultural services pilot for Audit Commission approach	June 2003	September 2003	Inspection reported October 2003
Statutory work					
Planning and reporting	Audit and inspection planning.	Audit and inspection risk-based planning	Jan 2003	June 2003	Produced to Audit Committee June 2003
Financial aspects of corporate governance	Overall arrangements	Detailed testing and review	Quarter 2 2003	Quarter 1 2004	Work ongoing
	Demand for social services.	Review arrangements for managing demand for social services in line with budget provision.	September 2003	December 2003	Work scoped and in progress.
	Housing stock management.	Review progress and outcomes of housing stock options project. Now ALMO progress	Ongoing		Involvement in initial ALMO meetings to identify any issues

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Other Issues (continued)					
Accounts	Opinion on the statement of accounts.	Carry out audit of statement of accounts.	Quarter 2 2004	Quarter 3 2004	
		Review underpinning core processes	Quarter 2 2003	Quarter 1 2004	Work ongoing
Performance management	Overall arrangements	Detailed testing and review.	Quarter 2 2003	Quarter 4	Ongoing
	Implementing arrangements for improving services for vulnerable older people.	Follow up previous audit work in this area across the agencies involved in delivering the services.	August 2003		Report issued crosscutting with NHS bodies. Copied to this Committee
	Managing and controlling sickness absence	Ascertain underlying causes and patterns of sickness absence and evaluate plans to improve the position.	To be agreed		Following on from earlier work not yet started
	Delivery of PSA targets	Evaluate arrangements for monitoring the delivery of PSA targets.	June 2003	October 2003	Sample tested via PI audit
	Best Value Performance Plan (BVPP).	Carry out the statutory audit of the BVPP	June 2003	December 2003	BVPP opinion work completed but to be linked to qualitative assessment. Clear BVPP opinion to be issued shortly.
		Audit 2002 2003 PI outturn	June 2003	September 2003	PI outturn audit completed and opinion given September 2003. PI Report to this Audit Committee.