



DERBY CITY COUNCIL

**AUDIT AND ACCOUNTS
COMMITTEE
7 DECEMBER**

ITEM 9

Report of the Corporate Director
of Environmental Services

AUDIT REPORT – Moorways Sports Centre: Security

RECOMMENDATION

- 1.1 To note the progress being made to implement the recommendations in the Audit and Risk Management Report.

SUPPORTING INFORMATION

- 2.1 At its meeting on 25 October 2006, the Committee requested that it wished to have the opportunity to review in greater detail the audit report on Security at Moorways Sports Centre and discuss the findings of the report with the managers responsible for the service.
- 2.2 Appendix 2 is a report from John Brown, Environmental Services that briefs members on the actions taken since the publication of the audit report, in particular the progress that has been made on the implementation of recommendations contained within the audit report.
- 2.3 From the information provided by the Head of Sport and Leisure I am satisfied that progress is being made to implement the recommendations and that the suggested actions. The Committee will be informed of future progress in respect of this audit.

For more information contact: John Brown on 715513 or john.brown@derby.gov.uk

Background papers:	Actual Audit Report
List of appendices:	Appendix 1 – Implications
	Appendix 2 – Progress report on implementing recommendations

IMPLICATIONS

Financial

1. Additional funding will be required to implement Recommendation 5 and 6.

Legal

2. None directly arising.

Personnel

3. None directly arising.

Equalities impact

4. None directly arising.

Corporate objectives and priorities for change

5. None directly arising.

Internal Audit Review of Moorways Sports Centre

Following an internal audit review of the above service, we agreed to implement 16 recommendations. Progress to date on the implementation process is shown in Table 1 at the end of this report.

The original audit report issued in July 2006 contained 16 recommendations, which were all agreed by Wayne Sills, Principal Sports Centre Manager. It was expected that the recommendations would take between one to three months to implement.

Progress to date has seen the following recommendations implemented.

- Recommendations 1
- Recommendations 2
- Recommendations 3
- Recommendations 7
- Recommendations 8
- Recommendations 9
- Recommendations 10
- Recommendations 11
- Recommendations 12
- Recommendations 13
- Recommendations 14

Work is still in progress on implementing the following five recommendations:

- Recommendations 4

A revised completion date is February 2007.

- Recommendations 5

Quotations will be available by the end of November 2006 to connect the external doors to the alarm system. The funding of this will then need to be determined.

- Recommendations 6

Quotations have now been obtained to upgrade the CCTV and lighting levels. Improvements will not be able to be implemented until funding is obtained.

- Recommendations 15

The Centre Inventory was completed in March 2006. The Sports Centre and Stadium Manager is meeting the Crime Prevention Officer - John Warnock within the next two weeks to discuss security markings for equipment.

- Recommendations 16

A system has been introduced whereby hire of equipment is logged into Torex, management booking system and this was completed in July 2006.

A system for recording equipment loaned off-site will be discussed at the Sports Centre Management Team in November 2006, to ensure a consistent approach across all sports centres. A revised completion date is January 2007.

Table 1 - Summary Of Progress Made In Implementing Audit Recommendations

Rec No	Original Recommendation	Original Agreed Action Details	Current Status
1	<p>Merits Attention</p> <p>Parts of the security fencing around the Complex were seen to be in disrepair and records of the inspection and maintenance of external security measures was not being maintained.</p> <p>We recommend that the identified weaknesses in the security fencing be appropriately addressed. Records of security inspections and any maintenance work undertaken should be produced and maintained.</p>	<p>Fencing has now been repaired and an annual boundary fencing inspection has been undertaken. Appropriate action is being taken from this. Quarterly checks are to be incorporated and carried out by staff.</p> <p>To be implemented by: June 06</p>	<p>Implemented</p> <p>Fencing has now been repaired and an annual boundary fencing inspection has been undertaken. Appropriate action is being taken from this. Quarterly checks have been incorporated and carried out by staff.</p>
2	<p>Merits Attention</p> <p>Security checks of the Sports Centre were not being conducted.</p> <p>We recommend that the officers conducting cleanliness checks throughout the Sports Centre periodically incorporate security checks into their inspection regime, at intervals deemed appropriate by management. It would be appropriate to develop a security checklist to complete, detailing the officer's name, the date, time and brief details of any issues identified. This will ensure that the security checks undertaken are appropriately evidenced.</p>	<p>We will incorporate a security check sheet on a shift basis.</p> <p>To be implemented by: July 2006</p>	<p>Implemented</p> <p>Security check sheet has now been incorporated</p>
3	<p>Merits Attention</p>	<p>This has been addressed at receptionists meeting (Feb 06) and is being followed more vigorously.</p>	<p>Implemented</p>

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	<p>The visitors' book was not being consistently completed, visitors were not always being issued with a visitors' pass and there is no monitoring of visitors whilst they are on the premises.</p> <p>We recommend that management instruct reception staff to make sure that all visitors and contractors enter their details in the visitors' book and are issued with a visitors' pass or badge. Reception staff should also inform the Duty Manager of the respective visit and the Duty Manager should monitor the visitor(s) while on site.</p>	<p>The issue of visitors' badges is still an issue but is being enforced by assistant managers. Discussed at Management Team Meeting (27 June).</p> <p>We will introduce a numbered badge system.</p> <p>To be implemented by: July 2006</p>	<p>A numbered badge system has been introduced</p>
4	<p>Merits Attention</p> <p>A cohesive Security Policy has not been produced which details the Complex's security controls and procedures.</p> <p>We recommend that a cohesive Security Policy be developed, covering the whole Sports Complex. When complete this should be distributed to all Complex staff. It should contain:</p> <ul style="list-style-type: none"> • The security controls that need to be maintained. • The security procedures that should be adhered to. • The specific security duties and responsibilities of staff. • The actions to take in the event of a breach of security. 	<p>As part of producing a Security Policy for Springwood Leisure Centre, a Policy will also be produced for Moorways Sports Centre and other Sports Centre's.</p> <p>To be implemented by: September 2006</p>	<p>Not Implemented</p>
5	<p>Merits Attention</p> <p>Not all external doors were connected to the</p>	<p>Quotes will be obtained to connect all external</p>	<p>Being Implemented</p>

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	<p>alarm system, and therefore did not alert reception when opened.</p> <p>We recommend that the double doors in the sports hall and the two fire doors in the bar, be connected to the system that alerts reception when security doors are opened during opening hours.</p>	<p>doors to the alarm system.</p> <p>We will then see how this work can be funded.</p> <p>To be implemented by: July 2006</p>	
6	<p>Merits Attention</p> <p>CCTV monitored not all areas of the Complex. Recordings were not being taken from the CCTV camera in the Sports Centre reception and recordings were not being stored appropriately.</p> <p>We recommend that a review of the Complex's CCTV systems in operation should be undertaken in conjunction with either the Derby Community Safety Partnership or Crime Prevention Officer. The review should include:</p> <ul style="list-style-type: none"> • An assessment of the areas covered by CCTV cameras to determine whether highest risk areas are being appropriately monitored. • Where it is appropriate to take recordings from the cameras in operation. • Producing guidelines (to include in the Security Policy) for the storage, re-use and destruction of the CCTV tapes. 	<p>Quotes are being obtained for upgrade of CCTV and appropriate lighting.</p> <p>Sports Centre Management have been working with police and local partners since the managers arrival in Aug 05 to tackle anti social behaviour issues at the sports centre and stadium. There has been good progress made in this area.</p> <p>To be implemented by: September 2006</p>	Being Implemented
7	<p>Merits Attention</p> <p>Security risk assessments have not been conducted.</p> <p>We recommend that risk assessments be</p>	<p>The Centre currently has a number of Risk Assessments that cover the majority of security risks. These have been devised with staff involvement to ensure that all risks are included.</p>	<p>Implemented</p> <p>Risk Assessments have been revised.</p>

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	<p>conducted that cover the security of the premises, staff and visitors and that actions are taken to mitigate any unacceptable risks identified.</p>	<p>In order to deal with the issues raised and to detail the risks associated with Security, three separate Assessments will be produced looking at:</p> <ul style="list-style-type: none"> • Premises • Staff • Visitors to the Centre (Customers, Contractors) <p>To be implemented by: August 2006</p>	
8	<p>Merits Attention</p> <p>The key cabinet located at the back of reception, containing keys for all areas of the Sports Centre, was not kept locked.</p> <p>We recommend that the key cabinet located at the back of reception is kept locked and access to the keys contained therein be restricted only to authorised persons.</p>	<p>Will carry out the control measures as identified by security risk assessment.</p> <p>Keys to be identified that are needed on a day-to-day basis.</p> <p>Separate key press to be purchased for keys that need to be secure and will only have access to these by the management team. Signing out of keys was raised at Receptionist meeting in Feb 06.</p> <p>To be implemented by: July 2006</p>	<p>Implemented</p> <p>A new key press has been installed</p>
9	<p>Merits Attention</p> <p>All staff can access any part of the Sports Centre and the security code required to access the main office is given out freely.</p> <p>We recommend that management determine what areas of the Sports Centre should have restricted access and determine the most appropriate method of securing those areas. Access to keys and security codes should be restricted to authorised staff only. Security codes should be changed regularly and following key staff departures. The specific security measures established should be documented in the Security Policy and</p>	<p>Subject to staffing levels and to ensure the full operation of the centre access is sometimes required.</p> <p>We will not encourage this as a general practice.</p> <p>Difficulty is having an office that is shared by the centre manager, assistant managers and administration staff.</p> <p>Changing of combination on locks to be carried out at regular intervals.</p> <p>To be implemented by: July 2006</p>	<p>Implemented</p> <p>The combination lock on the Office Door is changed on a quarterly basis</p>

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	communicated to all staff.		
10	<p>Merits Attention</p> <p>Official orders were often incorrectly or insufficiently completed and we found orders that had not been authorised.</p> <p>We recommend that management ensure that only orders, that have been fully completed as prompted on the official order form, are authorised and issued to suppliers.</p>	<p>Completion of orders was raised as an issue on the arrival of the new centre manager in Aug 05 and steps taken to improve this.</p> <p>Staff have attended finance regulation training (15/12/05). System is now operating as per the regulations.</p> <p>To be implemented by: June 2006</p>	<p>Implemented</p> <p>Issued have been addressed by Centre Manager.</p>
11	<p>Merits Attention</p> <p>Officers who do not have any budgetary responsibilities have been signing official orders without reference to the relevant budgetary provision.</p> <p>We recommend that staff are instructed which officers are permitted to authorise orders. An authorised signatory should sign all orders before they are placed. The signatory of the order should be satisfied that the goods and services ordered are appropriate and needed, and that quotations or tenders have been obtained if necessary. The budget provision should also be checked before placing orders and this check should be evidenced on the order.</p>	<p>The signing of orders is now only completed by authorised signatories (draft delegation scheme attached). All managers have been on the financial regulation training.</p> <p>Commitment accounting is now in place and carried out by the Sports Centre and Stadium Manager and Admin and Finance manager to allow the checking of budget provision.</p> <p>To be implemented by: June 2006</p>	<p>Implemented</p> <p>Issued have been addressed by Centre Manager.</p> <p>There is also improved support and monitoring through the Sport and Leisure Accountancy Team.</p>
12	<p>Merits Attention</p> <p>Goods are not always checked to delivery notes and delivery notes are not always checked to orders.</p> <p>We recommend that all employees be issued with clear instructions to check all goods to the delivery notes and annotate the paperwork accordingly. Suppliers should be informed immediately of any discrepancies</p>	<p>Whilst the system has been improved there are insufficient staffing resources to ensure this can be strictly adhered to.</p> <p>To be implemented by: June 2006</p>	<p>Implemented</p> <p>Whilst the system has been improved there are insufficient staffing resources to ensure this can be strictly adhered to.</p>

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	and the details of which should be also be recorded on the delivery note. The copy order should also be marked to confirm the receipt of the goods.		
13	<p>Merits Attention</p> <p>Stock records are not maintained for chemicals, uniforms or sports equipment for retail. Accordingly, these items are not subject to stock checks.</p> <p>We recommend that stock records be developed which demonstrate the quantity of each item held in stock. All stock purchases and issues/sales should be shown on the stock record and stock reconciliations should be undertaken at least annually.</p>	<p>This issue was an area of concern for new centre manager (started in Aug 05) and action was being taken to address this.</p> <p>All stock records are now in place.</p> <p>To be implemented by: June 2006</p>	<p>Implemented</p> <p>All stock records are now in place</p>
14	<p>Significant</p> <p>Information regarding bar and vending stock surpluses/deficits and gross profit percentages was not being monitored.</p> <p>We recommend that the Manager of the Sports Centre and Stadium monitor the stock taker's reports promptly following their production. Any variances or discrepancies from expected results should be investigated and acted upon accordingly.</p>	<p>The Sports Centre and Stadium Manager will produce evidence to confirm that the records have been monitored and the appropriate action has been taken.</p> <p>Reports are also monitored by Wayne Sills and John Brown at senior management level and discussed with the Complex Manager at 121 meetings.</p> <p>To be implemented by: June 2006</p>	<p>Implemented</p> <p>The Sports Centre and Stadium Manager has produce a system to evidence his monitoring of the records and that appropriate action has been taken.</p>
15	<p>Significant</p> <p>The Sports Centre does not maintain an inventory. Portable and desirable items are not security marked.</p> <p>We recommend that an appropriate inventory be produced and maintained and that all items of a portable and desirable nature are security marked. Annual inventory checks should be undertaken and any</p>	<p>This issue was and area of concern for new centre manager (started in Aug 05) and action was being taken to address this.</p> <p>Inventory in place (March 06).</p> <p>Security markings to be discussed with Crime Prevention Officer.</p> <p>To be implemented by: September 2006</p>	<p>Being Implemented</p>

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	<p>discrepancies should be appropriately investigated. Also, the Head of Sports and Leisure should be required to approve the write-off and disposal of any obsolete and redundant equipment identified.</p>		
16	<p>Significant</p> <p>Equipment loans and returns were not being recorded or monitored.</p> <p>We recommend that reception staff make a record of all equipment loaned to customers. This record should be used to monitor and record the return of the loaned equipment. Customers loaning Council equipment should be required to provide a deposit or their contact details.</p>	<p>Hire sheet to be used at reception to record equipment hire.</p> <p>A system for recording equipment loaned off-site is to be produced for Moorways Sports Centre and will be introduced to all other centres.</p> <p>To be implemented by: July 2006 for hire sheet use and September 2006 for the recording of equipment loaned off – site.</p>	Being Implemented