

*joining up  
journeys*

**SPT**

committee minute

## **Minute of Strathclyde Concessionary Travel Scheme Joint Committee**

**25 June 2010**

held in Consort House, Glasgow

**contact officers:**

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## Minute of the meeting of the Strathclyde Concessionary Travel Scheme Joint Committee held in Glasgow on 25 June 2010

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<b>Present</b>	Councillors Robert Burrows (Chair), John Campbell, Jonathan Findlay, Eileen Hurcombe, Eileen Logan, Duncan MacIntyre, Alan Moir and Eddie Phillips (Vice-Chair).
<b>Apologies</b>	Councillors Nan McFarlane and Alan Noon.
<b>Attending</b>	Valerie Davidson, Treasurer; and Kirsten Clubb, Committee Clerk.

### 1. Declaration of interest

The committee noted that there were no declarations of interest.

### 2. Minute of previous meeting

The minute of the meeting of 30 January 2009 (issued) was submitted and approved as a correct record.

Arising from the minute with regard to Page 1, para 4, Mrs Davidson

- (1) informed members of the implementation of the agreed changes to the Strathclyde Concessionary Travel Scheme, particularly in relation to a number of key user concerns in connection with the Ferry element of the scheme, and that an update on the monitoring and evaluation of the agreed changes would be provided at the next meeting of the committee; and
- (2) advised members that she had received a response from the Scottish Government, which was attached as an appendix to the minute, to the committee's request for the ferry element to be included within the National Scheme.

Various members expressed their disappointment at the lack of support from the Scottish Government and agreed that a further letter be sent to the Minister highlighting the committee's concerns.

### 3. 2009/2010 Abstract of Accounts

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There was submitted and approved a report (issued) of 9 June 2010 by the Treasurer requesting that the committee agree that the draft abstract of accounts appended to the report for the financial year ending 31 March 2010 be submitted to the Controller of Audit.

### 4. Status report on performance of Travel Card Unit

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With reference to the minute of 11 December 2009 when the committee had noted a status report on the performance of the Travel Card Unit, there was submitted and noted a report (issued) of 14 June 2010

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- (1) informing members that, although there remained some ongoing operational issues due to the loss of some functionality following the introduction of the Citizens Account and Card Management systems, the most critical issues had been resolved and discussions to resolve the remaining issues would continue;
- (2) enclosing as appendices to the report various charts which highlighted the number of incoming calls and calls answered by the unit between 2007 - 2010; and
- (3) advising members that a modern contact centre call management system was currently in the process of being implemented within the Travel Card Unit which would help improve the following areas
  - customer experience in accessing the contact centre;
  - quality monitoring of customer calls;
  - replacement of current analogue with new digital phones; and
  - call statistics analysis.

## 5. Internal Audit Annual Report 2009/2010

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There was submitted a report (issued) of 14 June 2010 by the Treasurer

- (1) appending the Internal Audit Annual Report 2009/2010 which encompassed both Strathclyde Partnership for Transport and Strathclyde Concessionary Travel Scheme Joint Committee; and
- (2) advising members that the report
  - (a) compared actual activity with planned activity, demonstrated the extent to which the audit needs of the Partnership and the Joint Committee had been met and highlighted the significant findings to date;
  - (b) commented on the soundness of both organisations' internal controls which had been examined to date in accordance with the Chartered Institute of Public Finance and Accountancy (CIPFA) Code of Practice; and
  - (c) concluded that reasonable assurance could be placed upon the adequacy and effectiveness of the Partnership and Joint Committee's internal control systems in the year to 31 March 2010.

After consideration and having heard Mrs Davidson in further explanation, the committee noted the internal audit annual report for 2009/2010.

## 6. Internal Audit Plan 2010/2011

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There was submitted and noted a report (issued) of 11 June 2010 by the Treasurer

- (1) appending an internal audit plan for 2010/2011 which had been prepared in accordance with the Code of Practice for Internal Audit in Local Government in the United Kingdom, issued in 2006 by the Chartered Institute of Public Finance and Accountancy;

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- (2) reminding members that the main objectives of the annual audit plan were to
  - translate the audit strategy into a schedule of audit assignments;
  - define the purpose and duration of each audit assignment; and
  - provide a framework for direction and control;
- (3) informing members
  - (a) that the risk assessment used to support the 2009/2012 Audit Strategy had been undertaken at a time when the Partnership's departmental risk registers were not fully complete for audit purposes;
  - (b) that recent developments in SPT's risk registers had offered the opportunity to align better audit coverage with all key risks and their associated mitigating controls; and
  - (c) that where possible the proposed audit coverage would be directed to offer assurance on the effectiveness of controls identified in SPT's corporate risk register and departmental register;
- (4) advising members
  - (a) that as some departmental risk registers were subject to review as part of organisational changes, it was not possible to format an audit needs assessment and to plan based exclusively on risk registers;
  - (b) that in order to overcome this, the Chief Internal Auditor had completed an audit needs assessment using other valuable information to ensure that the allocation of audit resources was prioritised against key risks and controls; and
  - (c) that this risk assessment would therefore be informed by relevant sections of risk registers, previous internal audit work, intelligence, discussions with the Cabinet, Service Directors, Audit and Standards Committee and Joint Committee; and
- (5) highlighting that the delivery of the annual plan would ensure that the audit coverage anticipated in the Audit Strategy 2009/2012 was achieved.

## **7. External Audit – Interim Management Report for 2009/2010**

[Click here to view report](#)

There was submitted and noted a report (issued) of 14 June 2010 by the Treasurer

- (1) appending an external audit interim management report for 2009/2010 for Strathclyde Partnership for Transport which had been consolidated with the interim report for the Strathclyde Concessionary Travel Scheme Joint Committee;
- (2) explaining that the report was primarily designed to direct attention to matters of significance that had arisen out of the 2009/2010 audit process and to confirm what action was planned by management to address the more significant matters identified for improvement;

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- (3) informing members that one recommendation in the report, relating to SPT's expenses policy, had been ranked as significant; and
- (4) concluding that, overall, the report was satisfactory, subject to management implementation of audit recommendations.