

Argyll and Bute Council
Internal Audit Report
October 2023
Final

LiveArgyll
Establishment Visit
Queens Hall & Library, Dunoon

Audit Opinion: **Green**

Contact Details

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1. Executive Summary

Introduction

1. As part of the 2023/24 internal audit plan agreed with LiveArgyll management, we undertake establishment visits at LiveArgyll sites. LiveArgyll operate 26 establishments and we have agreed that 19 of these will be subject to establishment visits over a four year cyclical basis. Appendix 1 sets out the schedule. Establishment visits focus on the areas set out in exhibit 1 and we have agreed checklists for each area with LiveArgyll management.

Exhibit 1 – Establishment Visits Areas of Focus

Building Exterior	Floors	Environment	Baby Changing Units
Doors	Public Spaces	Signage	Income Collection / Facility Booking
Ceilings	Windows	Fixtures & Fittings	Floats
Walls	Elevators	Toilets	Banking
Swimming Pool / Health Suite	Library	Sports Hall / Gym	Staff

2. The audit tests are predominantly observational so any issues highlighted are based on what was witnessed on the visit day. Due to the limiting nature of this as audit evidence we do not include recommendations in this report. Rather it provides an overview of issues identified allowing the LiveArgyll management team to determine whether any corrective action is required.
3. To ensure consistency of approach, the issues raised do not take account of any planned structural work in the short to medium term. For example, if we identify superficial structural damage we will still report it even if we are aware the establishment is due to be refurbished.

Background

4. On 24th October 2023 we visited the Queens Hall & Library, Dunoon. The scope of the audit was to assess the site against the audit questions agreed with LiveArgyll.

Audit Opinion

5. We provide an overall audit opinion for all the establishment visits we conduct. This is based on our judgement on the extent to which there are issues requiring corrective action and how critical they are. We assess establishment visits as either:
 - **Red – Intervention is required to correct material areas of concern**
 - **Amber – Issues identified can be managed through a programme of works**
 - **Green – Issues identified are relatively minor**
6. Our overall opinion for this establishment visit is **Green**. This means that we have not identified any issues which we consider to be material or requiring short to medium term attention.

Findings

7. Exhibit 2 summarises the conclusions of the work and any observations made on the day of the visit.

Exhibit 2 – Summary Assessment of Control Objectives

	Area	Strengths	Areas for Consideration
1	Building Exterior	The exterior of the building appears to be wind and watertight, it conveys the appropriate corporate image with adequate signage, lighting and accessibility for all users.	None
2	Doors	The automatic main entrance doors were in good working condition and all doors were undamaged, clean and opened and closed freely.	None
3	Ceilings	Apart from the ceiling visible from the gym area (which has been fixed and awaiting any signs of this failing before repairing the ceiling tiles) the ceiling is intact with no evidence of water damage, cracks or chipped plaster.	None
4	Walls	The walls are clean, however there are the odd scuff marks and chips throughout the building which cannot be helped. There are no visible cobwebs or water marks. The building itself is mainly window therefore no posters or notices are on bare boards. All skirting is new and fixed to the walls, it is clean and free from scuff marks.	None
5	Floors & Public Spaces	Flooring throughout was clean, tidy and free of any obstacles and clutter, the floor plan allows easy access for users of all abilities. The main reception area and foyer are open plan and are uncluttered providing sufficient space for essential equipment.	None
6	Windows	The front of the Queens Hall is predominantly window. There is no visible damage to any of the windows. Windows that can open and close freely do so. Any posters/information are all on boards.	None
7	Elevators	There is one elevator located inside the Queens Hall on the ground floor, it is in good working order and is clean and tidy, including the mirror inside.	None
8	Environment	Lighting and ventilation were comfortable, noise levels were appropriate and waste bins are emptied regularly.	None
9	Signage	There is adequate signage throughout the building.	None
10	Noticeboards & Leaflets	There is adequate and up to date noticeboards and leaflets. There are no posters on bare walls or windows except for the EXIT signs at the front doors.	None

	Area	Strengths	Areas for Consideration
11	Furniture, Fittings & Equipment	All furniture and fittings appear to be in good clean condition and without damage. All equipment is in good working order.	None
12	Toilets	All toilets are clean, tidy and well stocked. Bins are emptied regularly and sanitary units replaced.	None
13	Baby Changing Units	All baby changing units are clean without any damage.	None
14	Swimming Pool	N/A	N/A
15	Sports Hall, Gym and Studios	The main hall, the gym and the 2 fitness studios are well equipped and clean and tidy and free from obstruction. All rooms have adequate lighting. There are no damaged sockets.	None
16	Libraries	All books are kept in excellent order on the shelves and are clean and tidy. There is no discarded stock on sale or posters on the shelving. The public access computers are all in working order.	None
17	Income Collection	There is 1 vending machine within the Hall that is the responsibility of LiveArgyll staff. Income from this is collected and recorded.	None
18	Booking of Facilities	Bookings and refunds are processed appropriately.	None
19	Floats	The float held agrees with the record held by the LiveArgyll accountant. The float is regularly checked and was found to be correct at the time of the visit.	None
20	Banking	Banking takes place as and when depending on income received and staff availability. Records are kept accordingly. Income is stored securely.	None

Management Response

Management duly note the favourable opinion and the individuals findings contained within these reports. As highlighted above there is no action required in relation to the audit findings.

Appendix 1 – Establishment Visit Schedule 2023/24

	2022/23	2023/24	Complete
Leisure			
Aqualibrium	√	√	√
Helensburgh Pool		√	√
Riverside Leisure Centre		√	√
Rothesay Leisure Pool		√	√
Mid Argyll Sports Centre		√	√
Libraries			
Campbeltown	√	√	√
Dunoon		√	√
Helensburgh		√	√
Lochgilphead		√	√
Oban	√	√	√
Rosneath		√	√
Rothesay		√	√
Halls & Community Centres			
Queens Hall, Dunoon		√	√
Victoria Hall, Campbeltown		√	√
Victoria Halls, Helensburgh		√	√
Corran Halls, Oban	√	√	√
Kintyre Community Education Centre		√	√
Lochgilphead Community Centre		√	√
Moat Centre, Rothesay		√	√