

Argyll and Bute Council
Internal Audit Report
September 2023
Final

LiveArgyll
Establishment Visit
Helensburgh Library

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 7 September 2023 we visited the Helensburgh Library. 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.	The fire exit door and surround showed evidence of water damage.
2	Doors	The main entrance door, automatic door and all internal doors were undamaged, clean and in good working condition.	None
3	Ceilings	The ceiling was intact with no evidence of water damage, cracks or chipped plaster.	One ceiling tile was missing in the ladies toilet.
4	Walls	Walls and skirting were clean with no evidence of water damage, cracks or chipped plaster. There were no posters attached to walls.	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 were uncluttered providing sufficient space for essential equipment and books for processing.	The carpeting in meeting room 2 was torn and a floor mounted power outlet was loose.
6	Windows	Windows were clean, uncluttered with posters, undamaged and were able to be open and closed freely.	None
7	Elevators	The elevator was clean and tidy and in working condition.	The telephone inside the elevator is not working and therefore not currently available for use by the public.
8	Environment	Heating, lighting and ventilation were comfortable, noise levels were appropriate and waste bins were not full.	Three lights were not working at the time of the visit.
9	Signage	External signage indicated the facility name and the LiveArgyll logo was present. Internal signage was appropriate to guide users around the facility.	None
10	Noticeboards & Leaflets	Notice boards were tidy and not overloaded. Information displayed was suitable and in date.	None
11	Furniture, Fittings & Equipment	All furniture and fittings were clean, uncluttered and appeared to be in good condition, items were placed appropriately so as not to cause hazards or obstructions. Equipment was in good working order. There was no visual damage observed to sockets and data points.	None

	Area	Strengths	Areas for Consideration
12	Toilets	Toilets were clean with sanitary ware firmly fixed to walls and floors and sufficient supplies were available for use. Waste bins were not full and disposal units are replaced regularly under contract arrangement.	None
13	Baby Changing Units	Baby changing unit was clean, intact and in good working condition.	None
14	Swimming Pool	N/A	N/A
15	Sports Hall, Gym and Studios	N/A	N/A
16	Libraries	Book shelving was accessible to all users, clean throughout and no posters were attached to end panels. All books on shelving were in good condition tidily arranged and displayed in accordance with collection signage. There were no discarded books offered for sale to the public. The People's Network Computers were all in good working condition with some in use at the time of the visit. Paintings were displayed neatly on walls. Staff were of smart appearance.	One PC monitor had been removed by ICT services and not yet replaced. Name badges were not worn at the time of the visit.
17	Income Collection	There are no vending machines or payphones within the facility.	N/A
18	Booking of Facilities	Use of facilities and services provided are of a pay as you go nature, there is no requirement to make a booking.	None
19	Floats	The float held at the facility is consistent with the record held by the LiveArgyll accountant. The income and float was counted and found to be correct.	None
20	Banking	Procedures are followed when cashing-up and income received is transferred to the Helensburgh Leisure Centre for banking purposes on a weekly basis. Income is stored securely between transfers.	None

Management Response

Management duly note the favourable opinion and the individuals findings contained within these reports. Where action is required management will ensure appropriate timely intervention / escalation protocols implemented. i.e building repair issues reported to Council via agreed Building maintenance protocol.

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	✓	✓	✓
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		✓	✓
Museum			
Campbeltown		✓	✓