

Argyll and Bute Council
Internal Audit Report
September 2023
Final

LiveArgyll
Establishment Visit
Aqualibrium and Campbeltown Library

Audit Opinion: **Amber**

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 26 September 2023 we visited Aqualibrium & Campbeltown 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 **Amber**. This means that whilst we have identified issues we are not of the view that they post an immediate risk to service delivery. However, management should consider how best to address the issues within a reasonable timescale.

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.	A large section of the exterior of the building appears to be discoloured.
2	Doors	Automatic doors were in good working condition and all other doors were undamaged, clean and opened and closed freely.	None
3	Ceilings	The ceiling was intact with no evidence of water damage, cracks or chipped plaster.	None
4	Walls	Walls were in good condition with minor scuffs and paint chips observed, there were no posters attached to walls. Skirtings were clean and firmly attached throughout most of the building.	Skirting in first-floor changing area is missing leaving unsightly glue residue in its place.
5	Floors & Public Spaces	Flooring throughout was clean, tidy and free of any obstacles and clutter allowing easy access for users of all abilities. The main reception area and foyer were uncluttered providing sufficient space for essential equipment.	None
6	Windows	Windows were clean, uncluttered with posters, mostly undamaged and those that weren't fixed were able to be opened and closed freely.	One window was broken and boarded in the library area.
7	Elevators	The elevator was clean, tidy and in working condition.	None
8	Environment	Heating, lighting and ventilation were comfortable, noise levels were appropriate and waste bins were not full.	Two lights were not working on the first floor. (Gym reception and changing room)
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 and leaflet stands were tidy and not overloaded. Information displayed was suitable and in date.	None
11	Furniture, Fittings & Equipment	Furniture and fittings were generally clean, uncluttered and appeared to be in good condition, items were placed appropriately so as not to cause hazards or obstructions.	Some of the chairs in the conference room were in need of cleaning, mostly due to age-related staining.

	Area	Strengths	Areas for Consideration
		Equipment was in good working order, electrical equipment is subject to portable appliance testing (PAT) programme. There was no visual damage observed to sockets and data points.	
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	The SportsMax shop was clean, tidy and well stocked. There were no cracked, chipped or loose tiles or drain covers and all fixtures were firmly in place. Pool chairs were in good condition and lifesaving equipment easily accessible. The changing village was clean and tidy throughout with no damaged tiles or fittings and drains were clear. There was no evidence of damage to showerheads throughout the facility, there was a sufficient number of showers and hairdryers were available for users of the facility. The health suite was clean and tidy with no evidence of damaged to tiles and drain covers. Changing cubicles were in good condition throughout.	Several coin operated hairdryers were unavailable for use.
15	Sports Hall, Gym and Studios	The gym and studio areas are clean and tidy with no evidence of damage or slip/trip hazards to the flooring. Lighting was adequate and glass and mirrors were clean. There was no damage observed to electrical sockets. All members of staff were wearing LiveArgyll branded clothing and name badges.	Tile grouting in the gym changing room was dark and unsightly.
16	Libraries	Book shelving was accessible to all users and clean throughout. 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.	There was some overlapping of books on display in the wellbeing section due to limited space.

	Area	Strengths	Areas for Consideration
		The People's Network Computers were all in good working condition with some in use at the time of the visit. Display cases were clean, undamaged and contained exhibits. Art exhibits were displayed neatly on walls. Staff were of smart appearance.	There were some information posters attached to end panels of book shelving.
17	Income Collection	There are no vending machines or payphones in use.	None
18	Booking of Facilities	Use of facilities and services provided are via membership or of a pay as you go nature, any refunds required are processed in accordance with procedures.	None
19	Floats	The floats held by Aqualibrium and the Library were checked and found to agree with what facility management expected. Both floats agreed to the record provided by the LiveArgyll accountant. The Aqualibrium float is regularly checked by duty officers and periodically in the library due to low levels of income.	None
20	Banking	Procedures are followed when cashing-up and income received is banked on a regular (daily where possible) basis. Appropriate records of income and any identified differences are noted along with reasons. Aqualibrium Income is stored securely in a safe between bankings and the library income is stores safely in a locked cash box within a locked drawer with restricted access to keys.	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		✓	✓