

Argyll and Bute Council  
Internal Audit Report  
September 2023  
Final

LiveArgyll  
Establishment Visit  
Victoria Halls, Helensburgh

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 7 September 2023 we visited the Victoria Halls, Helensburgh. 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 conveys the appropriate corporate image with adequate signage, lighting and accessibility for all users.	There was no LiveArgyll sign as it had been damaged. Scaffolding was in place at the side of the building to deal with some ongoing issues.
2	Doors	The main entrance door and all internal doors were undamaged, clean and most were in good working condition.	The closing mechanism to one of the main doors causes it to slam and the balcony door is subject to intermittent sticking.
3	Ceilings	The ceiling was clean and intact with no chipped plaster.	There is some historical staining resulting from water damage in the Pillar hall and its kitchen area. There is a crack on the ceiling above the main staircase.
4	Walls	Walls and skirting were clean with no cracks or chipped plaster.	There are some paint chips and scuff marks throughout the facility. There is some historic staining as a result of water damage in the Pillar Hall. The changing room walls are marked and 3 dents were observed. There is some graffiti on the walls leading down the stairway to the backstage area. Cable coverings above skirting were loose in the corridor behind the stage.
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.	None
6	Windows	Windows were clean, undamaged and uncluttered with posters.	Two windows in the facility cannot be fully closed and in the Pillar hall, only 2 are able to be opened.
7	Elevators	The elevator was clean, tidy and in working condition.	The elevator requires some manual intervention to ensure the door is completely closed to enable operation.

	Area	Strengths	Areas for Consideration
8	Environment	Heating, lighting and ventilation were comfortable, noise levels were appropriate and waste bins were not full.	Two fluorescent tube lights were not working above the stage and one light was out in the main hall/stairway area.
9	Signage	External signage indicated the facility name. Internal signage was appropriate to guide users around the facility.	There was no LiveArgyll sign outside or within the facility.
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 clean, uncluttered and appeared to be in good condition, items were placed appropriately so as not to cause hazards or obstructions. Electrical equipment had been subject to portable appliance testing (PAT). All sockets and data points appeared to be intact.	Some minor wear and tear was observed on seating due to age. There is no designated storage area for furniture that is not in use, these items are stacked in various locations e.g. corridors and alcoves throughout the facility.
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.	There were no period products available in the main toilets as these are no longer being delivered to the halls.
13	Baby Changing Units	Baby changing units were clean, intact and in good working condition.	None
14	Swimming Pool	N/A	
15	Sports Hall, Gym and Studios	Staff were of smart appearance wearing LiveArgyll branded clothing and name badges.	None
16	Libraries	N/A	
17	Income Collection	There are no vending machines or payphones within the facility.	None
18	Booking of Facilities	Bookings are processed appropriately.	None
19	Floats	The float held at the facility is consistent 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	Procedures are followed when cashing-up. Bankings take place when required, this varies due to levels of income received and availability of staff to visit the bank. Income is securely stored in a safe in the cupboard behind the reception desk between bankings taking place.	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
<b>Leisure</b>			
Aqualibrium	✓	✓	✓
Helensburgh Pool		✓	✓
Riverside Leisure Centre		✓	✓
Rothesay Leisure Pool		✓	✓
Mid Argyll Sports Centre		✓	✓
<b>Libraries</b>			
Campbeltown	✓	✓	✓
Dunoon		✓	✓
Helensburgh		✓	✓
Lochgilphead		✓	✓
Oban	✓	✓	✓
Rothesay		✓	✓
<b>Halls &amp; Community Centres</b>			
Queens Hall, Dunoon		✓	✓
Victoria Hall, Campbeltown		✓	✓
Victoria Halls, Helensburgh		✓	✓
Corran Halls, Oban	✓	✓	✓
Kintyre Community Education Centre		✓	✓
Lochgilphead Community Centre		✓	✓
Moat Centre, Rothesay		✓	✓
<b>Museum</b>			
Campbeltown		✓	✓