

Argyll and Bute Council
Internal Audit Report
September 2023
Final

LiveArgyll
Establishment Visit
Rothesay Moat Centre & 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 22 September 2023 we visited the Rothesay Moat Centre & 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.	There is an accumulation of moss around the bottom of the building and some of the rough cast is falling off. Some boarding below the roof was unsightly with dirt, moss and flaking paintwork.
2	Doors	The main entrance door and all internal doors were undamaged, clean and most were in good working condition.	None
3	Ceilings	The ceiling was clean and intact with no chipped plaster.	There was some staining from historical water damage. Contractors had left a significant mess of broken plaster in the gym storage cupboard following a roof repair.
4	Walls	Walls and skirting were clean with no cracks or chipped plaster.	There were minor paint chips and scuffmarks throughout and paint flaking in stairway. There were posters on the wall of the Green Tree Café used by community groups.
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 library is used as the main reception area and was uncluttered providing sufficient space for essential equipment.	None
6	Windows	Windows were able to be open and closed, and were clean, undamaged and uncluttered with posters.	None
7	Elevators	The elevator is used to transfer books to the storage area and not available for staff or public use.	None
8	Environment	Heating, lighting and ventilation were comfortable, noise levels were appropriate and waste bins were not full.	None
9	Signage	External signage indicated the facility name and LiveArgyll logo. Internal signage was appropriate to guide users around the facility.	None

	Area	Strengths	Areas for Consideration
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. Bouncy castle and blower are checked upon each use.	None
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 units were clean, intact and in good working condition.	None
14	Swimming Pool	N/A	
15	Sports Hall, Gym and Studios	The fitness class/studio area was clean and tidy with no evidence of damage or slip/trip hazards to the flooring and lighting was adequate. Spin bikes checked weekly. There was no damage observed to electrical sockets. All members of staff were wearing LiveArgyll branded clothing and name badges.	None
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.	Some books were displayed side on within sloping display shelving and some children's books were overlapping due to lack of space. One spotlight was not working.
17	Income Collection	There are no vending machines or payphones within the facility.	
18	Booking of Facilities	Bookings are processed appropriately via membership arrangements or on a pay as you go basis.	None

	Area	Strengths	Areas for Consideration
19	Floats	The float held at the facility is consistent with the record held by the LiveArgyll accountant. The float is checked weekly and was found to be correct at the time of the visit.	None
20	Banking	Procedures are followed when cashing-up. Income is passed to the pool approximately monthly for recording on the point of sale system and included within their banking totals. Income is securely stored in a locked desk drawer or filing cabinet in office pending transfer to pool.	None

Management Response

Management duly note the favourable opinion and 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. In relation to the book displays this issue has been rectified.

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		✓	✓