

RECOMMENDATIONS MADE BY INTERNAL AUDIT IN RELATION TO HIGHWAYS PAYROLL

SUMMARY RECOMMENDATION	UPDATED MANAGEMENT RESPONSE
A review of all acting up arrangements should be undertaken.	<p>A restructuring of the Operations Team has been concluded which removed the necessity of any long term acting up arrangements.</p> <p>There will always be a requirement for short term acting up arrangements to cover short periods of supervisor absence. In such instances Work Managers will complete and submit the relevant forms.</p>
All acting up arrangements and payments should be subject to ongoing monitoring by the Directorate and an 'Equality Impact Assessment'.	The requirement for acting up for any long term has ceased within the Operations Teams. EqIA's will be undertaken as per the Acting Up scheme as and when required.
Use of mobile technology (tablets) to record works orders.	AMX is being developed to facilitate the recording of works orders on hand held devices. A trial is currently underway and subject to outcome it is expected that mobile functionality will be rolled out into Highway operations during 2017. The expected benefits are the replacement of the existing paper based system, more efficient scheduling of work, improved route planning and more accurate information for performance management purposes.
Alternative jobs to be undertaken by operatives during periods of adverse weather.	<p>Work Managers and supervisors are responsible for ensuring alternative tasks are allocated to teams during adverse weather events.</p> <p>Agreement was reached that teams would undertake other duties such as, filling grit bins and cleaning road signs rather than be sent home due to adverse weather conditions.</p>
Overtime should not be paid for an entire shift, once work is complete or during adverse weather.	There are no set overtime shift durations e.g. '6 hours paid overtime', staff are paid for only for the hours worked.
For HGV drivers, a written record of driver activity should be maintained either using a log book or tachograph, to be certified by supervisors	HGV drivers are now, wherever possible, using tachographs. Exceptions are in the occasional 'old' vehicle or when using a hire vehicle, in which case a drivers log is completed and signed off by a supervisor.
Supervisors should check timesheets and the Quartix daily vehicle logs to ensure appropriate use of vehicles	Information from Quartix is used in accordance with policy and is subject to an ongoing process.
Concern of the monitoring of Operative performance	AMX is being developed to facilitate the recording of works orders on hand held devices which will enable a more detailed analysis of performance – working times, volumes etc. A trial is currently underway and subject to outcome it is expected that mobile functionality will be rolled out into Highway operations during 2017. The replacement of the existing paper based system will enable a more efficient scheduling of work, improved route planning and more accurate information for performance management purposes.