



Systems review of bus infrastructure: bus stops and shelters

Committee Audit and Standards

Date of meeting 9 September 2016

Date of report 29 August 2016

Report by Assistant Chief Executive (Business Support)

1. Object of report

To advise the committee on the findings of a systems review of bus infrastructure (bus stops and shelters). This engagement is included in the annual Internal Audit plan for 2016/17.

2. Background

SPT manages the installation and maintenance of 11,300 bus stops in the Partnership area. In addition, SPT manage 2,700 non-advertising Bus Shelters within 8 Local Authority areas and 200 advertising bus shelters across 7 Local Authority areas.

Bus Operations are responsible for reviewing bus registrations and cancellations, thereby ensuring the accuracy of bus stop and bus shelter locations and information provision on internal mapping systems and a national UK database.

SPT operate a reporting procedure for defects or damages to bus stops and/or shelters. Defects and damage reports can be received by telephone, email, by letter and via the SPT website from members of the public or bus operators. All reports are logged and allocated to a staff member to investigate, action and record when issues/repairs are completed.

In 2009, SPT initiated a significant capital programme for bus infrastructure. Over the last 7 years, SPT has invested over £10 million to replace, enhance or upgrade bus stops and bus shelters throughout the Partnership area.

The objective of this engagement was to review the current internal control systems in place for bus infrastructure (bus stops and shelters) administration. This engagement tested elements of the internal controls and mitigation against SPT 21: Adverse publicity and SPT 22: Governance arrangements, as identified in the corporate risk register.

3. Outline of findings

Bus Operations manage contracts covering the installation and maintenance of bus shelters and/or bus stops across 12 local authority areas. To manage the portfolio of bus stops and shelters, SPT utilise a number of IT systems to record the location and background details

of stops and shelters. The various IT systems were tested with reference(s) to the unique bus stop identity number and this testing was found to be satisfactory.

The process for reporting damage to bus stops and shelters was examined and found to be operating satisfactorily within agreed timescales for response.

The contractor appointed to maintain the non-advertising bus shelters is responsible for holding sufficient component parts for anticipated repairs and replacements. SPT purchase component stock(s) to support the installation and maintenance of bus stops and advertising bus shelters. Engagement testing found that although monthly checks are completed on bus stop and shelter components, there is a requirement for an annual stock count of both bus stop and bus shelter components.

There is an area for improvement, and this area has been addressed by one audit recommendation. Bus Operations management have agreed to implement recommendation.

4. Conclusions

The Audit and Assurance team has undertaken a systems review of bus infrastructure (bus stops and shelters). An area for improvement was identified during the engagement and a recommendation has been agreed.

Key controls exist and are applied consistently and effectively in the majority of areas tested as part of this engagement. Reasonable assurance can be taken from the areas covered in this engagement.

5. Committee action

The committee is asked to note the contents of this report and agree that the Audit and Assurance Manager submits a follow-up report on the implementation of the recommendation to a future meeting.

6. Consequences

Policy consequences	<i>None</i>
Legal consequences	<i>None</i>
Financial consequences	<i>None</i>
Personnel consequences	<i>None</i>
Social Inclusion consequences	<i>None</i>
Risk consequences	<i>As detailed in the report.</i>

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