



Audit and Scrutiny Committee

Wednesday, 27 October 2021

NOTICE IS HEREBY GIVEN that a Meeting of the **Audit and Scrutiny Committee** is to be held at **Remote Locations via Video Conference**, on **Wednesday, 27 October 2021** at **09:30**.

BUSINESS

1. **Sederunt**
2. **Declaration of Group Decisions and Members Interests ***
3. **Minute of Meeting of 1 September 2021** 5 - 8
4. **Written Questions ****
5. **SPSO Recommendations Report** 9 - 18
Report by Chief Executive
6. **Report on the Work of the Internal Audit Section in the Period from 1 September 2021 to 31 October 2021** 19 - 24
Report by Depute Chief Executive (Education, Communities and Organisational Development)
7. **Question Time *****
Consider any oral question on matters delegated to the Committee in terms of the Council's Scheme of Administration.

Summary of Audit and Scrutiny Committee functions:

Audit Functions - Consider reports from the Council's internal auditor & Audit Scotland concerning Council Functions.

Scrutiny Functions - Scrutinising the policies of the Council and their effectiveness in meeting the action plans of the Council as set out in the Corporate Development Plan and evaluating the actions of Committees in implementing the action plans set out in the Corporate Development Plan.

Performance Monitoring - To receive reports on the performance of and trends within all of the Council's services in terms of service standards and performance information.

Standards - To ensure that the highest standards of probity and public accountability are demonstrated.

Moray Council Committee meetings are currently being held virtually due to Covid-19. If you wish to watch the webcast of the meeting please go to:

http://www.moray.gov.uk/moray_standard/page_43661.html
to watch the meeting live.

* **Declaration of Group Decisions and Members Interests** - The Chair of the meeting shall seek declarations from any individual or political group at the beginning of a meeting whether any prior decision has been reached on how the individual or members of the group will vote on any item(s) of business on the Agenda, and if so on which item(s). A prior decision shall be one that the individual or the group deems to be mandatory on the individual or the group members such that the individual or the group members will be subject to sanctions should they not vote in accordance with the prior decision. Any such prior decisions will be recorded in the Minute of the meeting.

** **Written Questions** - Any Member can put one written question about any relevant and competent business within the specified remits not already on the agenda, to the Chair provided it is received by the Proper Officer or Committee Services by 12 noon two working days prior to the day of the meeting. A copy of any written answer provided by the Chair will be tabled at the start of the relevant section of the meeting. The Member who has put the question may, after the answer has been given, ask one supplementary question directly related to the subject matter, but no discussion will be allowed.

No supplementary question can be put or answered more than 10 minutes after the Council has started on the relevant item of business, except with the consent of the Chair. If a Member does not have the opportunity to put a supplementary question because no time remains, then he or she can submit it in writing to the Proper Officer who will arrange for a written answer to be provided within 7 working days.

*** **Question Time** - At each ordinary meeting of the Committee ten minutes will be allowed for Members questions when any Member of the Committee can put a question to the Chair on any business within the remit of that Section of the Committee. The Member who has put the question may, after the answer has been given, ask one supplementary question directly related to the subject matter, but no discussion will be allowed.

No supplementary question can be put or answered more than ten minutes after the Committee has started on the relevant item of business, except with the consent of the Chair. If a Member does not have the opportunity to put a supplementary question because no time remains, then he/she can submit it in writing to the proper officer who will arrange for a written answer to be provided within seven working days.

THE MORAY COUNCIL

Audit and Scrutiny Committee

SEDERUNT

Councillor Donald Gatt (Chair)
Councillor Frank Brown (Depute Chair)

Councillor George Alexander (Member)
Councillor John Cowe (Member)
Councillor John Divers (Member)
Councillor Tim Eagle (Member)
Councillor Ryan Edwards (Member)
Councillor Graham Leadbitter (Member)
Councillor Marc Macrae (Member)
Councillor Aaron McLean (Member)
Councillor Maria McLean (Member)
Councillor Shona Morrison (Member)
Councillor Sonya Warren (Member)
Councillor Walter Wilson (Member)

Clerk Name:	Lindsey Robinson
Clerk Telephone:	07966 120593
Clerk Email:	committee.services@moray.gov.uk

Minute of Meeting of the Audit and Scrutiny Committee

Wednesday, 01 September 2021

Various Locations via Video-Conference,

PRESENT

Councillor George Alexander, Councillor Frank Brown, Councillor John Cowe, Councillor John Divers, Councillor Tim Eagle, Councillor Donald Gatt, Councillor Marc Macrae, Councillor Aaron McLean, Councillor Maria McLean, Councillor Derek Ross, Councillor Sonya Warren, Councillor Walter Wilson

APOLOGIES

Councillor Graham Leadbitter, Councillor Shona Morrison

IN ATTENDANCE

Also in attendance at the above meeting were the Depute Chief Executive (Education, Communities and Organisational Development), Head of Governance, Strategy and Performance, Head of Financial Services, Senior Auditor, Maggie Bruce, Audit Scotland, and Lindsey Robinson, Committee Services Officer.

1. Chair

The meeting was chaired by Councillor Donald Gatt.

2. Declaration of Group Decisions and Members Interests *

In terms of Standing Order 20 and the Councillors' Code of Conduct, there were no declarations from Group Leaders or Spokespersons in regard to any prior decisions taken on how Members will vote on any item on the agenda or any declarations of Member's Interests in respect of any item on the agenda.

3. Minute of Meeting of 16 June 2021

The minute of the meeting of Audit and Scrutiny Committee on 16 June 2021 was submitted and approved.

4. Written Questions **

The Committee noted that no written questions had been submitted.

5. Audit Scotland Management Report 2020-21

A report by the Depute Chief Executive (Economy, Environment and Finance) provided the Committee with a copy of the External Auditor's Management Report for 2020/21

Following consideration, during which Officers answered questions from the Committee in relation to matters including the authorisation of journals and the

frequency of housing rent reconciliation, the Committee agreed to note the content of the report.

Councillor Warren joined the meeting during the discussion of this item.

6. Audit Scotland Report - Fraud and Irregularity 2020-21

A report by the Depute Chief Executive (Education, Communities and Organisational Development) informed the Committee of a recent Audit Scotland publication entitled 'Fraud and Irregularity - 2020/21'

Following consideration, during which Officers answered questions from the Committee in relation to matters including online scams and cyber security, the Committee agreed to note:

- (i) The key messages contained within the Audit Scotland report, which considers fraud risks that have emerged across the public sector since the start of the pandemic; and
- (ii) The Council's response in terms of being alert to the risks highlighted in the report, and that the Information Assurance Group is reviewing actions already taken and any further actions required to ensure systems of control are adapted in response to new ways of working and remain 'fit for purpose'.

Maggie Bruce, Audit Scotland joined the meeting during the discussion of this item.

7. Work of the Internal Audit Section - Update

A report by the Depute Chief Executive (Education, Communities and Organisational Development) provided the Committee with an update on the work of the Internal Audit Section.

Following consideration, during which Officers answered questions from the Committee in relation to matters including staffing, the Committee agreed to note the content of the report.

8. Work of the Internal Audit Section in the Period from 1 April 2021 to 30 June 2021

A report by the Depute Chief Executive (Education, Communities and Organisational Development) advised the Committee on the work of the Internal Audit Section in the period from 1 April 2021 to 30 June 2021.

Following consideration, during which Officers answered questions from the Committee in relation to matters including the use of petty cash, the Committee agreed to note the content of the report.

9. Question Time ***

Councillor Alexander expressed concern about the possible removal of petty cash from schools because not all parents would have access to top up cards online and sought clarification on how the Head of Financial Services would propose to deal with the issue in the review of the use of Petty Cash.

In response the Head of Financial Services confirmed that the first step in the process of reviewing the use of petty cash would be to find out what petty cash is being used for. She further added that there would be examples where the use of purchase cards would be more appropriate than using cash but acknowledged that the process would examine the need for petty cash and determine the ongoing requirement.



REPORT TO: AUDIT AND SCRUTINY COMMITTEE ON 27 OCTOBER 2021

SUBJECT: SPSO RECOMMENDATIONS REPORT

BY: CHIEF EXECUTIVE

1. REASON FOR REPORT

- 1.1 The Committee is asked to consider the Scottish Public Sector Ombudsman (SPSO) Recommendations Report to demonstrate that SPSO recommendations are considered at a senior level.
- 1.2 This report is submitted to Committee in terms of Section III (I) (1) of the Council's Scheme of Administration relating to ensuring that the highest standards of probity and public accountability are demonstrated.

2. RECOMMENDATION

- 2.1 **It is recommended that Committee consider the content of the SPSO Recommendations Report, seek clarification on any points arising and otherwise approve the report.**

3. BACKGROUND

- 3.1 Complaints handling is part of the Council's Performance Management Framework. Members receive updates on complaints performance through routine reports to service committees.
- 3.2 All complaints operate through a two stage complaints process.
- 3.3 Once a complaint has passed through the complaints process, a complainant has the option of having their complaint considered by the SPSO. Following SPSO investigation, they can make recommendations to help Councils learn from mistakes and implement service improvements.
- 3.4 The SPSO has asked authorities to confirm that SPSO complaint recommendations are reviewed at a senior level by returning an annual 'learning and improvement statement' confirming this. This builds on the model complaints handling procedures that set out the importance of the

Council being able to demonstrate how they 'systematically review complaints performance reports to improve service delivery'. Our statement includes a commitment to report on SPSO recommendations annually to Audit and Scrutiny committee.

- 3.5 The SPSO introduced a 'learning and improvement unit' (LIU) to ensure public authorities take the necessary responsibility and actions to handle complaints well and reduce the occurrence of repeat mistakes. The aim of the LIU is to enhance the impact of their work by helping authorities improve public services through learning from complaints.
- 3.6 One of the main areas the LIU focus on is SPSO recommendations. A key part of this work includes providing authorities with additional support and advice on how to meet their recommendations with a view to preventing repeat service failings and complaints. In addition to this extra support they are looking to adopt a tighter escalation process for the very few cases where their recommendations are not being implemented, with the potential to lead to a Special Report.

4. SPSO RECOMMENDATIONS FOR REPORTING PERIOD 2020/21

- 4.1 Table 1 (**APPENDIX 1**) shows all Council complaints in reporting period 2020/21 where we received notification of referral by complainants to the SPSO. Recommendations were made as detailed at case 10 only. An update on the four cases subject to a number of SPSO recommendations in reporting period 2019-20 is also provided.
- 4.2 Case 1, SPSO Reference 201804238 relates to a complaint that staff had failed to follow due process to update the Children's Reporter following placement of a child from one parent to another under an agreed voluntary arrangement.
- 4.3 Following SPSO investigation of this Social Work complaint, one recommendation was made where we were asked to apologise to the parent who made complaint.
- Moray Council sent evidence to the SPSO on 21 January 2021 confirming that the recommendation had been actioned. SPSO confirmed that the recommendation had been met and praised the standard of the apology provided.
- 4.4 Case 2 from reporting period 2019-20, SPSO Reference 201707281 relates to a complaint that Social Work staff failed to follow national guidance in a child protection case. It further relates to not following the complaint handling procedure.
- 4.5 Case 3 from reporting period 2019-20, SPSO Reference 201807504 relates to a complaint that Social Work staff poorly managed the kinship care process. It further relates to not following the complaint handling procedure.

- 4.6 Case 4 from reporting period 2019-20, SPSO Reference 201807334 relates to a complaint that Social Work staff poorly managed the kinship care process and poorly communicated with the complainant. It further relates to not following the complaint handling procedure.
- 4.7 Following SPSO investigation of these three Social Work complaints, fifteen recommendations were made.
- Moray Council provided evidence to SPSO on 9 December 2020 and they were satisfied that all recommendations had been addressed. SPSO praised the efforts of our Social Work Department in the implementation of these recommendations.
- 4.8 Case 5 from reporting period 2019-20, SPSO Reference 201811019 relates to a complaint that Social Work staff poorly managed transition to adult care and also poorly communicated with the complainant. It further relates to not following the complaint handling procedure.
- 4.9 Following SPSO investigation of this Social Work complaint, eight recommendations were made.
- Moray Council provided evidence to SPSO on 31 March 2021, following an agreed extension from the original recommendation completion date of 22 October 2020, to show that all matters had been addressed.

5 SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))

Effective handling of complaints is used to ensure the efficient and sustainable delivery of services to meet the Council's priorities in 'Moray 2023: A Plan for the Future.' Within the Moray Council Corporate Plan, it has been identified that "we will talk to our customers and see how they would like services improved" that is a core part of the process of learning from complaints. SPSO recommendations often necessitate further communication with customers.

(b) Policy and Legal

The SPSO requested a 'Learning and Improvement statement' in support of our statutory requirement to report to the SPSO annually on their performance indicators.

(c) Financial implications

It is not anticipated that there will be any financial implications as the two complaint recommendations referred to in this report are not linked in any way to financial claims.

(d) Risk Implications

Failure to report may result in SPSO making a declaration of non-compliance against the Council. Non-compliance with the statutory duty relating to national standards being adopted would present risk in terms of reputational damage and a loss of public confidence in our ability to deliver quality improvements based on complaints analysis, and ultimately to maintaining and improving service standards.

(e) Staffing Implications

There are no staffing implications related to this report.

(f) Property

There are no property implications related to this report.

(g) Equalities/Socio Economic Impact

The Equal Opportunities Officer has been consulted in the preparation of this report and the equalities impact has been identified as uncertain.

The Equal Opportunities Officer has recommended that where services are experiencing high volumes of complaints, the management of respective services should arrange to identify common complaint issues and any learning arising. This will help to ensure that complaints are not arising from situations where customer diversity needs have not been considered or addressed, e.g. disability or cultural issues.

(h) Consultations

The Corporate Management Team has been consulted on the contents of SPSO Recommendations report.

5. CONCLUSION

5.1 The SPSO Recommendations Report presents the action taken by the Council to address SPSO recommendations.

Author of Report: John Black, Complaints Officer
Background Papers: SPSO PIs
Ref: SPMAN-2045703626-102

Case Ref/No	LOG Ombudsman Referrals 01-04-2020 to 31-03-2021					Appendix 1
	SPSO notification date	Details			Decision/Date	Action Plan Y/N
		Comp Ref No	Department/Service			
1. SPSO 201902564	13/01/2019	101002400698	Community Care – SW	Complaint that the Moray Health and Social Care Partnership had failed to reasonably consider a charging appeal.	06/01/2021 – SPSO issued a decision letter. Having consider information we provided on the appeal process, they made the decision to not uphold the complaint.	N
2. SPSO 201907823	01/04/2020	101002293556	Housing and Property	Complaint that we had wrongly invoiced for rechargeable works at a former tenancy.	03/08/2020 – SPSO issued a decision letter. Having been provided with photographic evidence, relevant policy and the tenancy agreement – they were satisfied with Council action taken and made the decision not to investigate the complaint further.	N
3. SPSO 201908136	08/01/2020	101002256849	Planning and Development	Complaint that we had not followed planning process or taken enforcement action.	20/06/2020 – SPSO issued a decision letter. Having been provided with evidence of the relevant policies and statutory legislation – they were satisfied with Council action taken and made the	N

					decision not to investigate the complaint further.	
4. SPSO 201908742	14/08/2020	101002319220	Housing and Property	Complaint that staff hadn't dealt with reports of anti-social behaviour.	<p>14/10/2020 – SPSO issued a decision letter. Having been provided with evidence of action taken regarding anti-social behaviour reports made – they made the decision not to investigate the complaint further.</p> <p>SPSO did highlight that there could have been better communication with the provision of sign posting to other agencies and staff were advised of this.</p>	N
5. SPSO 201909350	21/07/2020	101002171930	Schools and Curriculum Development	Complaint that we failed to carry out a risk assessment following a report that the heating within a Primary School was too warm.	<p>04/08/2020 – SPSO issued a decision letter. Having been provided with evidence of a risk assessment made to demonstrate that the school temperature was fine – they made the decision not to investigate the complaint.</p> <p>SPSO highlighted that we had undertaken to carry out two further temperature checks however we advised that these couldn't be carried out due to lockdown</p>	N

					restrictions and they accepted this.	
6. SPSO 201909515		101002342733	Environmental Services	Complaint that we had carried out inadequate roofing repairs to a leased Council business property.	17/08/2020 – SPSO issued a decision letter. They advised that contractual or other commercial transactions of a listed authority do not fall within their remit and made the decision not to investigate further.	N
7. SPSO 201910739	17/02/2020	101003357701	Housing and Property	Complaint that we had wrongly instructed a landlord to improve ventilation in the flat of a tenant.	13/05/2020 - SPSO issued a decision letter. They sign posted the complainant to the Housing and Property Chamber of the First Tier Tribunal for Scotland and advised that they would not be investigating the complaint further.	N
8. SPSO 201911208	03/02/2020	101002376962	Environmental Services	Complaint that we had provided inaccurate information in a court report and breach confidentiality.	16/03/2020 - SPSO issued a decision letter. They were satisfied with the majority of our action taken to address this complaint and asked that we further respond to a few additional complaint issues raised with SPSO. We issued a revised final response that satisfied both the complainant and SPSO	N

					who advised that they would not be investigating the complaint further.	
9. SPSO 201911546	21/02/2020	101002394210	Schools and Curriculum Development	Complaint that a school had not communicated important information about a pupil to their parent and breach confidentiality by passing the pupil's details to other parents.	11/12/2020 - SPSO issued a decision letter. They advised that their remit did not allow them to consider cases involving the conduct or disciplining of pupils. They were satisfied with the information provided in how the school dealt with the complaint issues and would not be investigating the complaint further.	N
10. SPSO 202000338	23/06/2020	101002334282	ICS – SW	Complaint that we had failed to follow process and update the Children's Reporter following the placing of a child from one parent to another parent under a voluntary arrangement.	21/12/2020 - SPSO issued a decision letter. This complaint was upheld with one recommendation made. We were asked to provide a letter of apology to the parent who complained about us not following due process. 25/01/2021 – Letter of apology issued to the satisfaction of the complainant and SPSO. The SPSO praised the high standard of apology letter sent and confirmed that we	Y

					had met their recommendation.	
11. SPSO 202001973	22/06/20	101002531068	Environmental Health	Complaint that a prohibition notice was served without warning to remove picnic benches near a takeaway business arising from Covid restrictions.	08/02/2021 – SPSO issued a decision letter. They were satisfied with the actions we took and highlighted to the complainer that the Covid restrictions were set by the Scottish Government to avoid social gathering. They advised that they would not be investigating the complaint further.	N
12. SPSO 202003755	11/09/2020	101002536786	ICS – SW	Complaint that social work staff and a foster carer had let down complainant's daughter whilst placed in foster care.	20/10/2020 – SPSO issued a decision letter. They were satisfied that all of the Council evidence provided demonstrated that we had followed correct procedures throughout the foster care placement. SPSO advised that they would not be investigating the complaint further.	N
13. SPSO 202004063		101002503704	ICS - SW	Complaint that processes had not been followed surrounding the future of the complainant's children who were in care.	03/02/2021 – SPSO issued a decision letter. They were satisfied that all of the evidence provided by the Council, in particular our final complaint response and associated policies and procedures, demonstrated	N

					that we had thoroughly investigated the complaint, upheld certain complaint aspects and revised processes as a result. They advised that they would not be investigating the complaint further and made no recommendations.	
14. SPSO 202006093	10/12/2020	101002632664	Housing and Property	Complaint that a Housing Officer had failed properly assess a property allocated to the complainant and the necessary repairs had not been made prior to the complainant taking up tenancy.	29/01/2021 – SPSO decision letter received. They were satisfied with the evidence provided to demonstrate that the Housing Officer had followed housing allocation procedure throughout and that all necessary repairs had been made. SPSO advised that they would not be investigating the complaint further.	N
15. SPSO 202008303		101002	Environmental Services	Complaint that the Council failed to take action following reports of anti-social behaviour.	27/05/2021 – SPSO decision letter received. They were satisfied with the information we provided to demonstrate that action had been taken to address the reported anti-social behaviour. SPSO advised that they would not be investigating the complaint further.	N



REPORT TO: AUDIT AND SCRUTINY COMMITTEE ON 27 OCTOBER 2021

SUBJECT: REPORT ON THE WORK OF THE INTERNAL AUDIT SECTION IN THE PERIOD FROM 1 SEPTEMBER 2021 TO 31 OCTOBER 2021

BY: DEPUTE CHIEF EXECUTIVE (EDUCATION, COMMUNITIES AND ORGANISATIONAL DEVELOPMENT)

1. REASON FOR REPORT

- 1.1 The report advises Committee on the work of the Internal Audit Section for the period from 1 September 2021 to 31 October 2021.
- 1.2 This report is submitted to Committee in terms of Section III (I) (2) and (7) of the Council's Scheme of Administration relating to consideration of reports from the council's Internal Auditor and monitoring delivery of the audit service carried out by internal audit.

2. RECOMMENDATION

- 2.1 **It is recommended that Committee consider the contents of this report, seek clarification on any points noted and otherwise notes the report.**

3. BACKGROUND

- 3.1 This report provides details of the internal audit work concluded during the period 1 September 2021 to 31 October 2021.

3.2 Departmental Systems - Social Media

An audit has been undertaken of the Council's arrangements on the use of social media. Social media refers to websites and applications, e.g., Facebook and Twitter that are designed to allow people to share content quickly, efficiently, and in real-time. The audit reviewed the Council's guidelines and procedures on the use of social media. The audit also examined how Council social media websites are established and the monitoring arrangements to ensure officers adhere to agreed guidelines. The executive summary and audit action plan for this project are given in **Appendix 1**.

4. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcome Improvement Plan (LOIP))

Internal audit work supports good governance and the delivery of efficient services.

(b) Policy and Legal

No implications.

(c) Financial Implications

No implications directly arising from this report.

(d) Risk Implications

The independent review of selected systems and procedures mitigates the risks associated with inadequate or ineffective control procedures.

(e) Staffing Implications

No implications.

(f) Property

No implications.

(g) Equalities/ Socio Economic Impacts

No implications.

(h) Consultations

There have been no direct consultations during the preparation of this report.

5. CONCLUSION

- 5.1 This report provides Committee with a summary of findings arising from an audit project completed during the review period.**

Author of Report: Dafydd Lewis, Senior Auditor

Background Papers: Internal audit files

Ref: SPMAN-1042990102-78

AUDIT REPORT 22'012 SOCIAL MEDIA

Executive Summary

The annual audit plan for 2021/22 provided for a review on the use of social media websites. The scope was to gain an understanding of which services use social media websites as a means of communication and how it is managed by the Council.

Social media refers to websites and applications, e.g. Facebook and Twitter that are designed to allow people to share content quickly, efficiently, and in real-time. Officers use social media as a form of communication across various services. It was found that the Corporate Communications Team has the primary responsibility for posting Council information. However, individual services such as Health and Social Care, Schools, Sports and Community Centres, fostering and kinship manage their own social media accounts.

It is appreciated that the use of social media has developed quickly and for some members of the public may be the preferred method of communication. However, the audit noted that procedures and guidelines might not have evolved as quickly to reflect current practices. The development of a more consistent approach in the use of social media should be considered.

A number of recommendations have been made that should supplement current operating practices, relative to the findings outlined below:

- A review of guidance available to officers on the use of social media noted a variety of different procedures that are saved in a variety of different locations. In addition, some of these procedures had not been reviewed for a number of years. The amalgamation of current guidelines should assist in providing officers with a better understanding of best practices in the use of social media.
- No record is maintained of the social media accounts used by the Council. In addition, a social media account can be established in the name of the Moray Council without requiring notification to the Corporate Communications Team. The development of a central record maintained by the Corporate Communications Team should assist the Council in the management and control of how information is communicated.
- Although there are existing policies and procedures relating to the use of social media, there is no specific training provided on best practices. Consideration should be given to require all officers to receive training before access is allowed to a Moray Council social media account. This should assist officers in gaining a greater understanding of guidelines and provide the Council with further assurance of officers following best practices.

The audit was carried out in accordance with the Public Sector Internal Audit Standards (PSIAS),

AUDIT REPORT 22'012
SOCIAL MEDIA

Recommendations

Risk Ratings for Recommendations						
High	Key controls absent, not being operated as designed or could be improved. Urgent attention required.	Medium	Less critically important controls absent, not being operated as designed or could be improved.		Low	Lower level controls absent, not being operated as designed or could be improved.
No.	Audit Recommendation	Priority	Accepted (Yes/ No)	Comments	Responsible Officer	Timescale for Implementation
5.1	A single guidance document should be developed for officers in the use of social media accounts.	Medium	Yes	This will require the contribution and the agreement from a number of different Services.	Senior Communications Officer	31 March 2022
5.2	The Corporate Communications Team should be informed prior to a Service setting up a Social Media Account.	Medium	Yes	Service discussion under way	Senior Communications Officer	31 March 2022
5.3	The Media and Communications Section should maintain a record of social media accounts, and officers authorised to post information across all council services.	Medium	Yes	Work under way as part of planned comms development	Senior Communications Officer	30 June 2022

**AUDIT REPORT 22'012
SOCIAL MEDIA**

Risk Ratings for Recommendations						
High	Key controls absent, not being operated as designed or could be improved. Urgent attention required.	Medium	Less critically important controls absent, not being operated as designed or could be improved.		Low	Lower level controls absent, not being operated as designed or could be improved.
No.	Audit Recommendation	Priority	Accepted (Yes/ No)	Comments	Responsible Officer	Timescale for Implementation
5.4	Consideration should be given that prior to allowing officers access to a Council social media account, training should be undertaken.	Medium	Yes	Service discussion under way	Senior Communications Officer	30 June 2022
5.5	Further exploration should be undertaken to the benefits of introducing additional security controls available from social media website providers.	Medium	Yes	2FA being implemented with all current FB users. Security controls will be reviewed on an ongoing basis that may require the assistance of ICT.	Senior Communications Officer	Ongoing

