

Reference	Topic	Audit recommendations	Specified completion date	Progress	Change to expected completion date
H1	Contracts and agreements	<p>A Managing Authority Agreement should be drawn up between North Somerset Council and WECA in order to detail the duties to be undertaken by WECA in the day-to-day management of the scheme on behalf of itself and North Somerset Council. The Agreement should be agreed and signed by WECA and North Somerset Council.</p> <p>A new Inter Authority Delivery Agreement should be drawn up and signed by all parties, outlining the responsibilities of the constituent authorities as agents for administering travel passes on behalf of WECA.</p>	31-Dec-22	The Managing Authority Agreement has been drafted and shared with North Somerset Council. On track for MAA to be completed by end of December. A new Inter Authority Delivery Agreement (Travelcard Issuing Agreement) is currently being drafted and will be shared with the WECA constituent authorities by the end of November. On track for completion by end of December.	No change.
H2	Reimbursement Rate Calculation Method	<p>A standard model should be adopted for reimbursement rate calculations and reviewed on an annual basis to ensure it complies with government guidance and WECA priorities and resources. This method should be formally documented and approved by management, with version control recorded on the document.</p> <p>Evidence of the payment calculations made should be retained on file for audit and reference purposes.</p>	30-Nov-22	The previous reimbursement method is currently being updated using data from bus operators. The method of calculating reimbursement is derived from the DfT model which is being revised and reissued by DfT by end of November. Currently on track for the revised model to be approved by management alongside the new rate calculation. Evidence used to calculate rate, including base data provided by operators, is being retained within the CA records.	No change.
H3	Annual review of reimbursement calculations	<p>WECA should make proportionate provision to review the calculations made in accordance with the Authority's standard method at least once in each period of 12 months that the relevant reimbursement arrangement is in operation.</p> <p>Evidence of review of annual calculations should be recorded on file for future reference.</p>	31-Dec-22	The new rate calculation will be valid for 12 months from April 2023. Resources are already in place to review the rate in late 2023 for the 2024/25 financial year. Evidence used to calculate rate is being retained within CA records.	No change.
M1	Procedural notes	<p>The procedural notes for reimbursing bus operators should be updated and finalised to cover existing processes. Additional procedural guidance should be drawn up to cover other key processes, including but not limited to:</p> <ul style="list-style-type: none"> - Calculation of reimbursement factors - Oversight and interaction with constituent authorities for issuing travel passes <p>These documents should be subject to annual review with recorded version control.</p>	31-Dec-22	Preliminary work has been done in terms of collating core information but this needs to be completed and then signed off. This will be accomplished in good time before the deadline.	No change.
M2	Approval of Reimbursement Rate Calculations	<p>Reimbursement rate calculations should be approved and signed off by management before being communicated to operators.</p> <p>Evidence of sign off should be recorded on file for audit purposes – providing an audit trail and evidence of management check (accountability).</p>	31-Aug-22	<p>A provisional process has been outlined and will be submitted to management for approval before end of November. This will involve sign off by management within both the CA and NSC.</p> <p>Records of all sign-offs will be retained.</p>	Agree new process by mid-Nov and then first actual set of sign-offs to occur 30-Nov-22.
M3	Oversight of Issuing Passes	<p>WECA should implement measures to ensure appropriate oversight of issuing of Concessionary Travel passes, in line with WECA's obligations as the Concessionary Travel Authority for the region, including but not limited to:</p> <ul style="list-style-type: none"> - Obtaining monthly information on performance, such as stock levels (as required by the DfT) and passes issued. - Undertaking verification spot checks or audits on the issuing of passes by the Local Authorities. In respect of online issues, this will involve liaison with the software provider. - Host regular meetings with officers responsible for issuing travel passes at the constituent authorities to encourage collaboration, transparency and sharing of good/best practice. 	30-Sep-22	WECA and LA officers have met to review current practice. Clarification is being sought from the DfT on methodology. Follow up meetings have been arranged. Information is being sought from the LAs on customer satisfaction with the card issuing process. These new arrangements will be confirmed within the Travelcard Issuing Agreement (see H1).	Completed (except for formalisation of processes within agreement as per H1).