

Eteach – 20-2015/16

We have made 3 high level recommendations and 1 medium level recommendation based on the following:

- E Teach needs to be procured in compliance with the Contract Procedure Rules and the Official Journal of the European Union. Any procurement exercise must ensure there is a robust contract, including Terms of Reference of the work to be commissioned, in place.
- It is unclear currently whether E Teach does provide value for money as a comparison to other available options has never been undertaken.
- A data cleansing exercise needs to be carried out on all users of the E Teach system to ensure that staff who have left the employ of the Authority are prevented from accessing the system and that staff who no longer need access are removed on a timely basis. This would reduce the risk of a breach in Data Security.
- E Teach guidance/procedure notes need to be in place in Employment Services and at individual schools.

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| 1 | <p>As part of the audit review a copy of the Contract with E Teach was requested from Employment Services but this could not be located. A copy was later obtained directly from E Teach. The signed contract provided dated back to 2003 for the E Teach Booking system only. In 2013, Employment Services inherited and took over the management of the E Teach system whilst the budget for the payment of the system invoices remained within Education and Youth. Since 2003, the contract has been rolled over annually following the payment of the invoices for the E Teach licences. Following the debrief meeting to discuss the draft report a copy of a signed contract, dating back to 2003, for the Register/Booking Module was provided by the Employment Services Manager.</p> <p>The Authority currently uses two modules of E Teach. The Recruitment module and the Register/Booking Module. The</p> | <p>Employment Services have already made contact with the Corporate Procurement Unit and currently in the process of applying for a tender exemption. Employment Services will continue to liaise with the unit for further advice to ensure compliance with the Council's CPRs.</p> <p>FCC will retain a copy of an appropriately signed contract, including terms of reference, covering all services provided by E Teach.</p> <p>UR 00153</p> | Employment Services Manager | 31/03/16 |

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| | <p>current contract period for the Recruitment module is 01/09/2014 to 31/08/2015 and the Booking module licence runs from 12/02/2015 to 11/02/2016.</p> <p>Currently the Authority funds £44k per annum for the use of E Teach. This split between £20k for the Recruitment module and £24k for the Supply Register/Booking module. This includes two annual licences one for each of the above modules. The total cost of the contract over a four year period is circa £176k.</p> <p>The contract with E Teach has been in place for 12 years without any evidence of testing the market, competitive tendering, or applying for CPR exemptions during this period.</p> <p>The Council's Procurement Unit were consulted and they confirmed that either a full OJEU tender exercise or a 'call off' from a compliant framework agreement (if one exists) should have been undertaken. In the absence of these an exemption under the CPR's should be applied as stated in the Council's CPRs:</p> <ul style="list-style-type: none"> • CPR 10.2(c) "The works/goods/services can be provided only by a particular contractor for reasons that are technical, artistic, or connected with the protection of exclusive rights"; and • CPR (g) "that goods are required as a partial replacement or addition to existing goods or installations and obtaining them from another contractor would result in compatibility or disproportionate technical difficulties in operation or maintenance". <p>Whilst there are general terms and conditions within the</p> | | | |

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| | <p>contract for E Teach there is an absence of a specific terms of reference / service specification. This may have been in place in 2003 but it cannot be located and would probably be out of date some 12 years later as there have been developments and system changes.</p> <p>At present E Teach is being used for the supply register and the recruitment module. When the contract was originally placed with E Teach this was only for the supply register and the recruitment module was a subsequent addition. There has been some discussion as to whether this is two contracts with E Teach rather than one and whilst an addendum to the supply register contract has been found, there is no direct reference within the paperwork that this relates to the recruitment module. Whilst there are two licence fees, these are to one company and accessed via one system consequently, in accordance with the Council's CPRs aggregation of spend has to be considered.</p> | | | |
| 2 | <p>The Internal Audit Report (LL0190N1) issued in 2010 recommended an evaluation of the most cost effective and efficient method of recruiting supply teachers by comparing E Teach and agency placements. This recommendation was accepted but at the time of this audit review an evaluation had still not been carried out to determine whether E Teach provides value for money.</p> <p>A similar exercise has been carried out by a neighbouring authority to evaluate the most cost effective and efficient method of recruiting supply teachers by comparing E Teach costs and agency costs. Their review evaluated the existing arrangements and considered alternative options which could be made available to schools, which would also enable efficiencies to be made on supply expenditure. The</p> | <p>The true cost of how much is spent through the use of E Teach needs to be identified. To address this a cost comparison exercise will be completed on the costs of using agency placements for supply teachers in comparison to the E Teach system.</p> <p>Based on the outcome of the cost comparison exercise the current arrangements will be reviewed. The outcome of this review may have an impact on the SLA HR has with Schools.</p> <p>UR 00163</p> | <p>Accountant</p> <p>Employment Services Manager</p> | <p>31/12/15</p> <p>31/03/16</p> |

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| | <p>review identified that E Teach was cheaper for support staff only. It is also understood that neighbouring authority are to retain E Teach for Welsh Medium & Specialist Teachers. However the neighbouring will now use New Directions for general supply teachers.</p> <p>New Directions has been adopted as the preferred agency supplier from the All Wales Framework. A report has been produced by New Directions which shows the potential savings for Flintshire if we used this Agency for all supply staff i.e. discontinued the use of E Teach.</p> <p>Whilst Flintshire use New Directions, six other agencies are also used include E Teach. Education Finance were approached and confirmed the cost of Agency staff for 2014/15 totalled £1.9 million with Capita having the highest spend of £666K. Despite numerous requests it has not been possible to identify how much the authority spends on supply staff through E Teach.</p> <p>Without this information it is impossible to carry out an evaluation of the most cost effective and efficient method of recruiting supply teachers and support staff.</p> | | | |
| 3 | <p>A user report was requested from Employment Services detailing user name, actual name, last login date and the school at which the users were employed.</p> <p>Internal Audit were informed that this would need to be requested from E Teach. E Teach were contacted and the report was eventually supplied.</p> <p>A sample of 20 active users were selected from the User Report supplied by E Teach and cross referenced to iTrent</p> | <p>Dependent on the outcome of Action 2 Employment Services to liaise with the ICT Information Manager, E Teach.</p> <p>The Certifying Officers list didn't previously link in with E Teach but this system will now be used to perform regular housekeeping to ensure officers who have left the Council or have changed position have their access to E Teach removed. Employment Services will obtain a user report</p> | Employment Services Manager | 31/01/16 |

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| | <p>to confirm whether these individuals remained employed with Flintshire. The testing found:</p> <ul style="list-style-type: none"> • Nine individuals were still employed by FCC (as per iTrent) but had not accessed the system since 04/03/14. • Eleven employees had left the Authority but their access to E Teach remained active. • Nine of those individuals who had left the Authority had accessed E Teach after the date they had left the Authority. Four of these were Head Teachers, two were Deputy Head Teachers (and as such would have approver/authorisation access), one was a Business Manager/admin and two were Admin/Secretary/Invigilators. <p>E Teach is web based and can therefore be accessed remotely provided they still have access to the system.</p> <p>It should be noted that access to the system enables the user to view (and in some cases amend) the following fields: name, full address, telephone number, NI.no, DOB, payroll number, ethnic group, registered disabled, qualified date, skills, excluded schools, clearance checks and DBS information fields. At the time of the review there were 2891 supply teacher records on the system.</p> <p>We consider accessing E Teach once an individual leaves the employment as a potential breach in data security. This was discussed with the IT Information Manager who is of the opinion that this is a Data Protection breach as these nine individuals could have potentially viewed all 2,891 profiles.</p> <p>To determine what these individuals had accessed, E Teach were contacted but were unable to provide a report of what</p> | <p>from E Teach monthly to facilitate effective monitoring of leavers, staff transfers.</p> <p>A general data cleansing exercise will be carried out as a matter of urgency.</p> <p>A list of reports will be defined and requested from E-Teach on a periodic basis i.e. list of users, input and approval of payments, users who have not accessed the system for 3months etc or alternatively Employment Services staff should be trained to generate the reports.</p> <p>A user access form is now available on Moodle, the schools infonet.</p> <p>UR 00164</p> | | |

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| | <p>these individuals viewed or how many occasions they had logged on as the user's last log in would have overridden all previous log ins and the system does not possess a sufficient audit trail to show which records and fields were viewed. However, E Teach did confirm that the individuals concerned did not carry out any processing actions i.e. adding a booking or signing off any hours.</p> <p>The user report also identified various users who should not have had access to the system i.e. Gloucester Schools Partnership and Options Kinsale. Additionally a number of users had two user names. These users have since been deleted.</p> <p>It should be noted that officers are not required to complete a user access form before being given access to the system. Due to a lack of housekeeping to remove individuals' access to E Teach once they have left the authority has allowed individuals to gain unauthorised access to the E Teach system.</p> | | | |
| 4 | <p>The audit identified the absence of documented procedures for E-Teach users within schools and Employment Services.</p> <p>Whilst documenting the system it was queried who is responsible for adding and removing users of E-teach. We were informed that E-Teach updated the system as Employment Services staff were not system administrators.</p> <p>E-Teach were contacted for clarification and advised they have been contacted by many Flintshire Schools to add new users/amend and delete users. E-Teach had been doing this as a 'favour' and were of the opinion that "the team at</p> | <p>E Teach procedure notes to be compiled for both Employment Services and for individual schools to ensure that all officers are aware of their roles and responsibilities in process.</p> <p>UR00155</p> | Employment Services Manager | 31/01/16 |

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| | <p>Flintshire were very busy and needed assistance with overflow".</p> <p>This raises questions over the ownership of the system and the data within it and the understanding of contract arrangement in place.</p> <p>During the audit procedures were discussed with Employment Services, E Teach and Schools. At no point were audit provided with the user notes. This also demonstrates the need to ensure that all parties concerned know their roles and responsibilities. Following the debrief meeting we were provided with a copy of E Teach user notes by the Employment Services Manager.</p> | | | |