

# AUDITOR GENERAL

Halifax Regional Municipality



## T.I.P.S Hotline Annual Report

Period Ended December 31, 2015<sup>©</sup>

February 12, 2016

---

- Launched in 2011 as confidential telephone and online service to act as an independent point of contact for citizens and employees.
- Not intended to replace normal business processes established by HRM, but rather to capture and evaluate concerns or complaints of potential inefficiencies (waste) or fraud (potentially illegal/irregular behaviour) involving HRM resources.

# Contacts by Year

Calendar Year	Contacts
2011	71
2012	49
2013	17
2014	45
2015	40
Total	222

- Concerns are screened and considered for further action based on the initial information provided.
- Preliminary inquiries are conducted to determine:
  - whether the concern(s) appears to have merit
  - falls within the mandate of the OAG
  - additional information needed which might suggest further action.
- Individuals contacting the OAG through the T.I.P.S. Hotline (or other means for that matter) may remain anonymous.

- No action
  - based on insufficient detail and no contact information provided,
  - based on preliminary inquiries,
  - complaint outside the responsibility area of OAG,
- Referral to and follow-up with
  - business unit(s),
  - ABC (Agency, Board or Commission),
  - Outside agency/agencies,
- File opened and formal review or examination undertaken by OAG,
- Compliance or value for money project commenced,
- Audit Universe Candidate (future project candidate or part of a larger project).

- Of concern to the OAG is the number of concerns with the final disposition outside of the mandate of the Auditor General.

Year	% of Concerns
2012	16%
2013	18%
2014	38%
2015	38%

- The TIPS line is not intended to replace normal business processes established by HRM to address issues of an operational nature, but rather to capture and evaluate concerns or complaints of potential inefficiencies or fraud involving HRM resources.
- The OAG believes this increase in calls outside of the mandate maybe a result of other reporting channels not being clearly communicated to citizens and/or employees.

# Contacts – T.I.P.S Hotline

<b>Category of Contact/Concern</b>	<b>2015</b>	<b>2014</b>	<b>Change over 2014</b>
<b>Conflict of Interest</b>	2	4	-3
<b>Contract Management</b>	8	3	+5
<b>Customer Service</b>	1	1	-
<b>Hiring Practices</b>	2	3	-1
<b>Misuse of HRM Resources</b>	13	15	-2
<b>Procurement Practices</b>	-	3	-3
<b>Related to Regional Council</b>	2	6	-4
<b>Staff Conduct</b>	1	3	-2
<b>Other</b>	11	7	+4
<b>Total</b>	<b>40</b>	<b>45</b>	<b>-5</b>

# AUDITOR GENERAL

Halifax Regional Municipality

