

# AUDITOR GENERAL

Halifax Regional Municipality



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

Period Ended December 31, 2014<sup>©</sup>

June 17, 2015



- 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
Total	182

- 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
  - obtain additional information 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).

# Contacts – T.I.P.S Hotline

<b>Category of Contact/Concern</b>	<b>2014</b>	<b>2013</b>	<b>Change over 2013</b>
<b>Conflict of Interest</b>	4		+4
<b>Contract Management</b>	3	5	-2
<b>Customer Service</b>	1		+1
<b>Hiring Practices</b>	3	3	-
<b>Misuse of HRM Resources</b>	15	2	+13
<b>Procurement Practices</b>	3	2	+1
<b>Related to Regional Council</b>	6		+6
<b>Staff Conduct</b>	3	3	-
<b>Other</b>	7	2	+5
<b>Total</b>	<b>45</b>	<b>17</b>	<b>+28</b>

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