

Chapter 3

Follow-Up on Reports Issued by the Standing Committee on Public Accounts

Summary

The Standing Committee on Public Accounts (Committee) holds hearings throughout the year when the Legislature is in session on chapters in our Annual Reports or our special reports, and presents its observations and recommendations in its own reports that it tables in the Legislative Assembly. The ministries, agencies of the Crown and organizations in the broader public sector are responsible for implementing the recommendations made by the Committee; our role is to independently express a conclusion on the progress that the audited entity made in implementing the actions contained in those recommendations.

This year, we followed up on the status of the implementation of the Committee's recommendations from five Committee reports tabled between February 2021 and February 2023. For one of the reports (Tarion Warranty Corporation), we had already conducted and published a follow-up on the Committee's recommendations in November 2021. In 2023, we conducted a second follow-up on the Committee's recommended actions that were not fully implemented as of November 2021. Our objective is to provide the Committee with information on the actions being taken by audited entities to provide the requested information and address the recommendations that the Committee made in its reports to the Legislature.

We conduct our follow-up work and report on the results in accordance with the applicable Canadian

Standards on Assurance Engagements—Direct Engagements issued by the Auditing and Assurance Standards Board of the Chartered Professional Accountants of Canada. Our Office complies with the Canadian Standards on Quality Management. We comply with the independence and other ethical requirements of the Code of Professional Conduct issued by the Chartered Professional Accountants of Ontario, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our follow-up work consists primarily of inquiries and discussions with the government, the relevant ministries, agencies of the Crown or broader public sector entities, a review of their status reports, and a review of selected supporting documentation. The procedures performed in this work vary in nature and timing from an audit and do not extend as far. As this is not an audit, we cannot provide a high level of assurance that the corrective actions described have been implemented effectively. The actions taken or planned may be more fully examined and reported on in future audits. Status reports will factor into our decisions on whether future audits should be conducted in these same areas.

As noted in **Figure 1**, progress has been made toward implementing approximately 69.9% of the Committee's 123 recommended actions (85% in our 2022 Annual Report), including 55.3% or 68 of recommended actions that were fully implemented. The Ministry of Health and the Ministry of Public and

Figure 1: Overall Status of Implementation of Recommendations from the Standing Committee on Public Accounts

Prepared by the Office of the Auditor General of Ontario

Report Section	# of Recs	# of Actions Recommended	Status of Actions Recommended				
			Fully Implemented	In the Process of Being Implemented	Little or No Progress	Will Not Be Implemented	No Longer Applicable
3.01 Condominium Oversight in Ontario Tabled February 2023	21	44	17	7	20	0	0
3.02 COVID-19 Economic Response and Supports for Businesses Tabled February 2023	12	18	12	2	2	1	1
3.03 COVID-19 Personal Protective Equipment Supply Tabled February 2023	7	15	11	3	0	1	0
3.04 Ontario Motor Vehicle Industry Council Tabled February 2023	12	33	19	3	11	0	0
3.05 Taron Warranty Corporation* Tabled February 2021	7	13	9	3	1	0	0
Total	59	123	68.00	18.00	34.00	2.00	1.00
%	—	100	55.3	14.6	27.6	1.6	0.8

* The number of recommendations and actions in the figure include only those recommended actions that were not documented as fully implemented in our 2021 follow-up report as in November 2021 we conducted a follow-up on the Standing Committee's recommendations.

Business Service Delivery fully implemented 73% of the recommended actions in the Committee's report on COVID-19 Personal Protective Equipment Supply, and the Ministry of Finance, the Ministry of Economic Development, Job Creation and Trade, the Ministry of Energy, the Ministry of Public and Business Service Delivery, and the Treasury Board Secretariat fully implemented 67% of the recommended actions in the Committee's report on Ontario's COVID-19 Economic Response and Supports for Businesses.

However, there was little or no progress on 27.6% of the Committee's recommended actions. In particular, we found that the Ministry of Public and Business Service Delivery (Ministry) made little or no progress on implementing 20 of the 44 (or 45%) of recommended actions in the Committee's report on Condominium Oversight in Ontario. For instance, the Ministry had not taken any steps toward preventing ineligible individuals from acting as directors of their

condo boards. Likewise, the Ministry was unable to provide timelines for when proposals would be brought forward for the government's consideration to collect more comprehensive information about condo board directors and to publish this information on its public registry. The Ministry had also not yet begun any work on determining the feasibility of combining the Condominium Authority of Ontario and the Condominium Management Regulatory Authority of Ontario, which the Committee recommended in its report.

We also found that the Ontario Motor Vehicle Industry Council (OMVIC) and the Ministry of Public and Business Service Delivery made little or no progress on implementing 11 of the 33 (or 33%) of recommended actions in the Committee's report on OMVIC. For example, although OMVIC collaborated with the Ministry of Transportation to obtain sample datasets of motor vehicle registration records (as recommended by the Committee), OMVIC informed us that it could

not use the Ministry of Transportation's sample datasets in an efficient way to verify motor vehicle dealers' self-reported transaction volumes. Additionally, the Ministry and OMVIC had not established new performance metrics that would more closely monitor OMVIC's operations in areas such as inspection, registration and consumer-complaint handling, which the Committee also recommended.

A further 1.6% or two of the Committee's recommended actions will not be implemented, and one (or just under 1%) is no longer applicable.