

## Recommendations Overdue 31 October 2015

ACTION PLAN NO:	WEAKNESSES/GOOD PRACTICE: GRADE:	AGREED ACTION:	DATES:	COMMENT/EXPLANATION:	PYRAMID: RESPONSIBLE OFFICER:
<b>DEPARTMENT COMMUNITY SERVICES</b> <b>SERVICE CHILDREN &amp; FAMILIES</b> <b>REPORT NAME REVIEW OF FOSTERING &amp; ADOPTION ARRANGEMENTS</b>					
3	It was noted that arrangements for record keeping are fragmented and information is held in a number of separate systems.  <b>LOW</b>	The Adoption and Fostering Service operates Carefirst as its primary record keeping system and is in the process implementing further Carefirst modules to improve management information and the payment of allowances.	30 September 2015 <b>31 March 2016</b>	The Finance modules of CareFirst are being tested through November 2015 with the target date for live February 2016.	<b>Delayed but rescheduled</b> Practice Lead – Foster & Adoption
4	The handbook requires to be updated. Foster carers are provided with a hardcopy in the form a large folder. An electronic version is not currently available.  <b>MEDIUM</b>	An update of handbook will be completed and a decision on whether to make the handbook fully electronic will be taken.	30 September 2015 <b>30 November 2015</b>	Draft handbook was presented for consultation and reviewed at the Foster Carers day on the 14 <sup>th</sup> November. Feedback has been collated and the Final version of the handbook is being prepared for launching.	<b>Delayed but rescheduled</b> Practice Lead – Foster & Adoption
<b>SERVICE COMMUNITY &amp; CULTURE</b> <b>REPORT NAME REVIEW OF ADULT LEARNING</b>					
2	It was noted that an increasing number of referrals to access Adult Learning services are coming from Job Centre Plus which has led to resourcing pressures within Community Based Learning.  <b>MEDIUM</b>	Monitor and report the number of referrals coming from Job Centre Plus and any associated resource service.	30 September 2015 <b>31 March 2016</b>	Staffing resources under considerable pressure. Revised Date based upon Universal Support - Delivered Locally (USDL) trial completion and its related effects on	<b>Delayed but rescheduled</b> Community Learning Manager

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<b>DEPARTMENT CUSTOMER SERVICES</b> <b>SERVICE GOVERNANCE &amp; LAW</b> <b>REPORT NAME <u>REVIEW OF INSURANCE ARRANGEMENTS</u></b>					
2	It was noted there was a low response to the Invite to Tender due to the approach adopted .i.e. dealing directly with brokers. <b>MEDIUM</b>	Council's traditional requirements for single supplier of all insurances was the industry norm at time of tender. Procurement and legal to review sourcing strategy at time of insurance renewal.	31 December 2014 28 February 2015 31 May 2015 30 September 2015 <b>30 November 2015</b>	The relevant staff met to review the draft strategy on the 28th October. The approved draft strategy was circulated for open tender at the beginning of November and responses are due towards the end of November, with a view for completion by 30 November 2015.	<b>Delayed but rescheduled</b> Legal Services Manager- Commercial/ Procurement Commission Manager

**DEPARTMENT DEVELOPMENT & INFRASTRUCTURE SERVICES**  
**SERVICE ECONOMIC DEVELOPMENT**  
**REPORT NAME AUDIT SCOTLAND - ANNUAL REPORT ON THE 2013/14 AUDIT**

4	Gourock to Kilcreggan Ferry Service - The council should consider obtaining a signed agreement from Clydelink, enabling SPT to pay monies due directly to the council. <b>N/A</b>	The Council will contact both Clydelink and SPT to seek to put this in place. <b>30 November 2015</b>	30 November 2014 30 September 2015	A meeting with SPT and Clydelink has been Scheduled for mid-November to agree and finalise arrangements.	<b>Delayed but rescheduled</b> Head of Economic Development and Strategic Transportation
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**SERVICE ROADS & AMENITY SERVICES**  
**REPORT NAME REVIEW OF CREMATORIUM 2014/15**

3	It is unclear as to whether the applicant or the undertaker is the customer of the Council. <b>MEDIUM</b>	Initial meeting has taken place. A new protocol is being developed regarding debt recovery from funerals. <b>30 November 2015</b>	31 March 2015 31 August 2015	Draft policy document is to be altered after feedback from consultation.	<b>Delayed but rescheduled</b> Streetscene Area Manager in consultation with Principal Accountant and Legal Services Accountant and Legal Services
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