Appendix 2

Recommendations Overdue 31 January 2016

ACTION PLAN NO:	WEAKNESSES/GOOD PRACTICE: GRADE:	AGREED ACTION:	DATES:	COMMENT/EXPLANATION:	PYRAMID: RESPONSIBLE OFFICER:

DEPARTMENT   COMMUNITY SERVICES
SERVICE   CHILDREN & FAMILIES
REPORT NAME   REVIEW OF FOSTERING & ADOPTION ARRANGEMENTS

ACTION PLAN NO:	WEAKNESSES/GOOD PRACTICE: GRADE:	AGREED ACTION:	DATES:	COMMENT/EXPLANATION:	PYRAMID: RESPONSIBLE OFFICER:
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. **MEDIUM**	An update of handbook will be completed and a decision on whether to make the handbook fully electronic will be taken.	30 September 2015 30 November 2015 31 December 2015 **29 February 2016**	Updated version of handbook on course for signing off by 29 February 2016. Electronic version of handbook will be available via email for most carers if they prefer this.	**Delayed but rescheduled** Practice Lead – Foster & Adoption
6	The current system is labour intensive with a number of manual interventions. It was noted that a planned move to the care financials within the CareFirst system has not progressed as scheduled. **LOW**	Move to "care financials" will be rescheduled. The use of electronic templates and signatures will be implemented for Carers expenses.	31 December 2015 **31 March 2016**	Strategic Finance had identified four services for transfer to CareFirst during 2015/16. Fostering and Adoption payments were 4th priority on the list; therefore it was unlikely that the implementation of CarePay would have been completed by 31 December. A revised date of 31 March 2016 has been entered to reflect this, currently on progress to complete implementation of Care financials by 31 March 2016.	**Delayed but rescheduled** Practice Lead – Foster & Adoption/ Accountant

SERVICE   COMMUNITY & CULTURE
REPORT NAME   REVIEW OF SINGLE OUTCOME AGREEMENT 2015/16

ACTION PLAN NO:	WEAKNESSES/GOOD PRACTICE: GRADE:	AGREED ACTION:	DATES:	COMMENT/EXPLANATION:	PYRAMID: RESPONSIBLE OFFICER:
2	Review of quarter 4 2014/15 score cards showed that for 5 out of the 6 outcomes there were elements of performance indicators data where no information had been provided and no explanation given. **MEDIUM**	Clarity of SOA reporting procedure within guidance issued to Outcome Leads to emphasise their role for ensuring explanations of data are in quarterly reports.	31 December 2015 **30 April 2016**	SOA Outcome Leads have been informed of the requirement to provide explanations of data; however the decision has been made to not issue a procedural document detailing roles and responsibilities prior to the publication of revised delivery plans due April 2016.	**Delayed but rescheduled** Community Planning Manager

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5	There was no evidence of a procedural document being available which specified the administrative interactions and protocols in place in order to track/monitor and report performance associated with the delivery plans. **MEDIUM**	Produce procedural document for clarity on process, roles and responsibilities for performance management of the SOA.	31 December 2015 **30 April 2016**	This will be produced in line with the publication of new delivery plans due April 2016.	**Delayed but rescheduled** Community Planning Manager
6	It was evidenced that partial liaison takes place between outcomes leads and short term leads as regards states of actions prior to the quarterly meetings but no evidence could be found that all outcome leads hold these discussions. **LOW**	Procedural document to determine that all outcome leads communicate with short term outcome leads quarterly to review progress.	31 December 2015 **30 April 2016**	This will be produced in line with the publication of new delivery plans due April 2016.	**Delayed but rescheduled** Community Planning Manager

DEPARTMENT   DEVELOPMENT & INFRASTRUCTURE SERVICES
SERVICE   PLANNING & REGULATORY SERVICES
REPORT NAME   REVIEW OF UNIFORM SYSTEM 2013/2014

ACTION PLAN NO:	WEAKNESSES/GOOD PRACTICE: GRADE:	AGREED ACTION:	DATES:	COMMENT/EXPLANATION:	PYRAMID: RESPONSIBLE OFFICER:
2	The security protocols within the Uniform system are not currently used. **MEDIUM**	A timetable for switching on the Security protocol BS7799 should be discussed with management and this should be enabled.	31 March 2015 30 June 2015 31 December 2015 **31 January 2016**	Planning Service's core IT system, Northgate Uniform had a significant upgrade in January 2016. This upgrade, referred to as 'Uniform 10' was to resolve concerns relating to system access rights. Uniform 10 has now gone live as at 26th January 16. Uniform 10 is held on a Terminal Server which requires Network passwords to be changed on a regular basis Password changes remain unforced, however feedback from IT suggest that this risk is minimal due to the preceding stages of authentication therefore the level of control in place is sufficient.	**Superseded** Senior Technical Officer

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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. **MEDIUM**	Initial meeting has taken place. A new protocol is being developed regarding debt recovery from funerals.	31 March 2015 31 August 2015 30 November 2015 **29 February 2016**	A revised crematorium protocol, which includes a Sundry Debtor procedure identifying the undertaker as the customer of the council, has been provided to Internal Audit. This action is now complete.	**Delayed but rescheduled (Now complete)** Streetscene Area Manager in consultation with Principal Accountant and Legal Services
REPORT NAME	**REVIEW OF ROADS MAINTENANCE PRIORITISATION 2015/16**				
1	Roads Maintenance and Asset Management Plan; The 2004 RMAMP has not been updated since acceptance by full Council in February 2004. Service/policy is not reflective of current practice/guidance. **HIGH**	Revised RAMP is due to be reported on late 2015 – early 2016. The Roads Management and Maintenance Strategy & the Annual Status and Options Report have been developed and reported to Council. These documents, in part, replace the 2004 RMAMP.	31 January 2016 **31 March 2016**	Roads hierarchy and revised RAMP was on target for end January 2016 however footway hierarchy is yet to be completed at Mull and MAKI areas to be addressed by end March 16, completion expected at this time. Presentation to the earliest sitting of EDI Committee thereafter (April 2016).	**Delayed but rescheduled** Roads Performance Manager Network
2	Roads Maintenance Manual It was noted that the Roads Maintenance Manual is currently under development and subject to approval. **HIGH**	Roads maintenance manual is currently being prepared and will be forwarded to all relevant roads personnel.	31 January 2016 **29 February 2016**	Manual has been created and awaiting review and approval. Anticipated completion by 29th February 2016.	**Delayed but rescheduled** Roads Performance Manager
3	Roads Hierarchy; It was noted that the roads hierarchy is dated 2004 and a revision is currently under development and subject to approval. **MEDIUM**	Revised hierarchy is due to be reported Summer 2016.	30 November 2015 31 January 2016 **30 June 2016**	Roads hierarchy and revised RAMP was on target for end January 2016 however footway hierarchy is yet to be completed at Mull and MAKI areas to be addressed by end March 16, completion expected at this time. With presentation to the earliest sitting of EDI Committee thereafter (April 2016).	**Delayed but rescheduled** Roads Performance Manager Network

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4	Prioritisation of capital Schemes; The 2004 RMAMP states that "the determination of priorities will be objectively based and use accurate condition data"- however, current practice includes an element of engineering judgement. There was also lack of documentary evidence to confirm the rationale behind why schemes were included or excluded in the 2014/15 capital reconstruction plan. **MEDIUM**	RMAMP to be updated to reflect selection basis i.e. engineering judgement. Audit trail to be provided in the form of a scheme decision sheet detailing reasons for any departure from automated ranking.	31 January 2016 **31 March 2016**	Head of Service approved the scheme list for Capital Program 2016/17 on the 9th of February 2016 which is now in use. Documentation with regards to the audit trail is yet to be implemented, hence revised timescale of 31 March 2016.	**Delayed but rescheduled** Roads Performance Manager Network