

Recommendations Overdue 30 April 2016

ACTION PLAN NO:	WEAKNESSES/GOOD PRACTICE: GRADE:	AGREED ACTION:	DATES:	COMMENT/EXPLANATION:	PYRAMID: RESPONSIBLE OFFICER:
DEPARTMENT COMMUNITY SERVICES SERVICE CHILDREN & FAMILIES REPORT NAME <u>REVIEW OF FOSTERING & ADOPTION ARRANGEMENTS</u>					
3	It was noted that arrangements for record keeping are fragmented and information is held in a number of separate systems. LOW	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 31 March 2016 31 October 2016	Configuration development and testing have been completed on the test environment, including the development and testing of an interface to Oracle. Configuration has been transferred to the live environment and work is underway to collect and organise all of the data required to complete the data entry phase of implementation. The project is on schedule to be complete by 31 October 2016.	Delayed but rescheduled Principal Accountant - Community Services
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 31 October 2016	Configuration development and testing have been completed on the test environment, including the development and testing of an interface to Oracle. Configuration has been transferred to the live environment and work is underway to collect and organise all of the data required to complete the data entry phase of implementation. The project is on schedule to be complete by 31 October 2016.	Delayed but rescheduled Accountant - Foster & Adoption
REPORT NAME <u>REVIEW OF SCHOOL HOSTELS 2015/16</u>					
1	The "Administration of Medicines in Residential Child Care" draft policy created in consultation between Argyll and Bute Council and NHS Highland has been in draft format for approximately 2 years. HIGH	Management to liaise with NHS Highland with a view to finalising policy as soon as possible.	30 April 2016 31 July 2016	The draft policy is currently still under review by the policy group.	Delayed but rescheduled Locality Manager (Oban, Lorn & Isles)

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<p>SERVICE COMMUNITY & CULTURE</p> <p>REPORT NAME REVIEW OF ADULT LEARNING</p>					
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. MEDIUM	Monitor and report the number of referrals coming from Job Centre Plus and any associated resource pressure.	30 September 2015 31 March 2016 31 October 2016	Implementation date delayed until October 2016 in order to gauge impact of introduction of Universal Credit on nos. of jobseekers referrals from Job Centre Plus/DWP.	Delayed but rescheduled Community Learning Manager
<p>REPORT NAME REVIEW OF SINGLE OUTCOME AGREEMENT 2015/16</p>					
1	No evidence that any consideration is given to identifying critical activity actions HIGH	Review of SOA Delivery Plan will identify critical actions. This review is planned for Sep 15- April 16.	30 April 2016 30 June 2016	A decision was made by the Community Planning Partnership (CPP) at their meeting on 24th March to extend the period of delivery plan review to the end of June. This was unexpected but has been agreed necessary by the CPP.	Delayed but rescheduled Community Planning Manager
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 30 June 2016	A decision was made by the Community Planning Partnership (CPP) at their meeting on 24th March to extend the period of delivery plan review to the end of June. This was unexpected but has been agreed necessary by the CPP.	Delayed but rescheduled Community Planning Manager
3	Review performance indicators to ensure that data is relevant and meaningful and also ensure a robust data collection support system is in place. MEDIUM	SOA Delivery Plan review will determine the relevance and robustness of data. This review is planned for Sep 15- April 16.	30 April 2016 30 June 2016	A decision was made by the Community Planning Partnership (CPP) at their meeting on 24th March to extend the period of delivery plan review to the end of June. This was unexpected but has been agreed necessary by the CPP.	Delayed but rescheduled Community Planning Manager

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4	There is evidence that some partners do not have adequate arrangements in place to reliably provide performance data to support effective scrutiny. MEDIUM	SOA Delivery Plan review will ensure that all actions contained can be reported on with performance data and aspirational actions are identified separately.	30 April 2016 30 June 2016	A decision was made by the Community Planning Partnership (CPP) at their meeting on 24th March to extend the period of delivery plan review to the end of June. This was unexpected but has been agreed necessary by the CPP.	Delayed but rescheduled Community Planning Manager
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 30 June 2016	A decision was made by the Community Planning Partnership (CPP) at their meeting on 24th March to extend the period of delivery plan review to the end of June. This was unexpected but has been agreed necessary by the CPP.	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 30 June 2016	A decision was made by the Community Planning Partnership (CPP) at their meeting on 24th March to extend the period of delivery plan review to the end of June. This was unexpected but has been agreed necessary by the CPP.	Delayed but rescheduled Community Planning Manager

DEPARTMENT CUSTOMER SERVICES
SERVICE IMPROVEMENT & HR
REPORT NAME REVIEW OF PERFORMANCE MANAGEMENT – PYRAMID

1	The COGNOS report providing PRD data is unreliable. HIGH	The Resourcelink 4 Project ensures the creation of reports to provide reliable data.	31 March 2016 31 December 2016	This is not within the scope of the RL4, so has been transferred to the RL5 project. The new RRS reports will be prepared, tested and operational by the revised date of December 31st 2016	Delayed but rescheduled Head of Improvement and HR
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DEPARTMENT DEVELOPMENT & INFRASTRUCTURE SERVICES
SERVICE ROADS & AMENITY SERVICES
REPORT NAME REVIEW OF ROADS MAINTENANCE PRIORITISATION 2015/16

2	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 31 August 2016	The revised RAMP and Roads Hierarchy coupled with the Safety Inspection and Defect Categorisation document (approved at EDI Committee on 7th April) now allow the manual to be completed and distributed by August 2016.	Delayed but rescheduled Roads Performance Manager
5	It was noted that two performance indicators specifically mentioned in the RMAMP (2004) are not reflected in the current Pyramid performance data. It was noted that there is limited performance data included in the quarterly Revenue performance report. It was noted that Scorecard data reported to EDI Committee does not included specific reference to Road Maintenance indicators. MEDIUM	Performance data including KPI's to be included in Pyramid are currently being reviewed and agreed. Policy documents will be updated accordingly.	30 September 2015 30 April 2016 30 June 2016	Roads condition index measures now added to the Pyramid Scorecard for 2016/17. Meeting scheduled for 23/05/16 to start the process of rationalizing data in Pyramid.	Delayed but rescheduled Head of Roads and Amenity Services