

Action Points Behind Schedule - Audit Scotland Reports**A – Web Overview**

Ref	Action Point / Implication	Department / Head of Service	Explanation for delay	Risk Grading	Original implementation date	Revised implementation date
3	It is Council policy to use plain English and they should recommend and encourage that it is used where applicable. Many website authors have received training in plain English	Communications Manager	The training providers we approached were unable to provide the course to our original timetable. The work is currently with prospective providers. More individual members of the web team have taken up the option of the OU course.	Medium	31 December 2005	31 May 2006

B – Audit Scotland Improving Customer Services through Better Customer Contact

Ref	Action Point / Implication	Department / Head of Service	Explanation for delay	Risk Grading	Original implementation date	Revised implementation date
1	Councils need to commit to actively pursue a programme to manage customer service improvements as this is central to effective service delivery. Councils should improve how they research customers' opinion on service and make better use of feedback. Councils should improve performance measurement.	Head of Democratic Services and Governance	Customer contact centre tender process underway to procure business case justification, telephony. CRM, web self serve, business process change, implementation and joint management of dispersed customer contact centre. tender return date end march 2006 a tender for the above is out to a select group of 5 companies who will deliver a contact centre after council approve a business case	Medium	31 December 2005	After successful tenderer has been appointed.

C – Audit Scotland - Management Of Community Equipment & Adaptations

Ref	Action Point / Implication	Department / Head of Service	Explanation for delay	Risk Grading	Original implementation date	Revised implementation date
6	The Council should consider the effect of demographic and other environmental changes in planning for the future needs of the service	Planning Officer Community Care	This has been included within an agreed brief for a feasibility study being conducted by AGE Ltd. A consultant was appointed to carry out the feasibility study and the first draft report is being delivered to a meeting of Senior Joint Managers on 2nd February and thereafter is scheduled to be considered by the Joint Strategy Group at their meeting of 7th April	Medium	31 December 2005	31 March 2006
8	The Council should identify standards for storing, transporting and cleaning equipment and periodically audit the arrangements to ensure compliance	Service Officer Disability and Sensory Impairment	As action point 6 above and consultation with Quality Assurance Unit ongoing	Medium	31 August 2004	As above
14	Consideration should be given to establishing and reporting information on the level of recycling of equipment	Service Officer Disability and Sensory Impairment	As action point no. 6	Medium	As above	As above
15	A service, maintenance and repair policy should be developed within the local service.	Service Officer Disability and Sensory Impairment	A consultant was appointed to carry out the feasibility study and the first draft report is being delivered to a meeting of Senior Joint Managers on 2nd February and thereafter is scheduled to be considered by the Joint Strategy Group at their meeting of 7th April	Medium	As above	As above
23	A review should be undertaken to establish whether a pickup service for adaptations exists and if not, whether its introduction would contribute to recycling rates	Head of Planning & Performance and Head of Community Support	As action point no. 15	Medium	31 December 2003	As above