

Action Points Behind Schedule - Audit Scotland Reports**A – COMMISSIONING COMMUNITY CARE SERVICES FOR OLDER PEOPLE**

Ref	Action Point / Implication	Department / Head of Service	Explanation for delay	Risk Grading	Original implementation date	Revised implementation date
1	Officers should confirm that the revised system can provide aggregated information from individual care plans and additional information on unmet need to inform the planning process	Head of Planning and Performance	<p>Iorn System in place with the exception of the Islands. Full implementation – end of September 2006.</p> <p>Iorn System will collate unmet need at each service centre area.</p>	Medium	31 October 2004	30 September 2006

B – EDUCATION DEPARTMENT - COMPUTER SERVICES REVIEW

Ref	Action Point / Implication	Department / Head of Service	Explanation for delay	Risk Grading	Original implementation date	Revised implementation date
10	<p>A comprehensive service level agreement (SLA) is an essential requirement for the provision or receipt of any important service. An SLA defines the parameters for the delivery of that service, for the benefit of both parties.</p> <p>The parameters of the service delivery arrangement are not adequately defined.</p>	Head of Planning and Performance	Contract negotiations were delayed. Contract now re-established and server hardware and software purchased. SLA negotiation will be complete by November 2006.	Minor	30 April 2006	30 November 2006

APPENDIX 4

Ref	Action Point / Implication	Department / Head of Service	Explanation for delay	Risk Grading	Original implementation date	Revised implementation date
11	<p>The aim of business continuity planning is to ensure that an adequate service level can be provided if an unforeseen incident occurs.</p> <p>The Progress Report on Argyll & Bute Council Education Information Security Implementation Plan dated February 2005 highlighted several outstanding actions in the area of business continuity planning.</p> <p>Incomplete business continuity plans will have an impact on the service provision provided by the Education Department should an unforeseen incident occur.</p>	Head of Planning and Performance	Remote access configuration difficulties caused delays in implementing this recommendation. Problems now resolved and application will be included as part of the Disaster Recovery (DR) project by November 2006.	Minor	30 April 2006	30 November 2006

C – FINANCIAL STRATEGY

Ref	Action Point / Implication	Department / Head of Service	Explanation for delay	Risk Grading	Original implementation date	Revised implementation date
6	<p>The council's approach to develop financial skills across the organisation could be further improved.</p> <p>Risk: Capital investment decisions may be made which are not soundly based or consistent with the overall corporate strategy.</p> <p>Recommendation: The implementation of the asset management strategy is treated as a matter of priority and measures are taken to minimise any further delay in its implementation.</p>	Head of Strategic Finance	There are a large number of changes being implemented to financial processes at present which will impact on the requirements for staff development. These include changes to budget monitoring, the capital plan preparation and actions from the Best Value Improvement Plan.	n/a	30 June 2006	30 November 2006
8	The Council should continue to plan toward the provision of budget holder training and the roll out of key guidance and should consider setting formal timescales on the implementation of this approach. It is recognised that the current approach to budgetary control is effective and that this recommendation is aimed at further improving the process.	Head of Strategic Finance	New budget monitoring procedures in place for August revenue budget monitoring. A full training programme is now being developed.	n/a	30 June 2006	31 October 2006

D – 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	<p>Councils need to commit to actively pursue a programme to manage customer service improvements as this is central to effective service delivery.</p> <p>Councils should improve how they research customers' opinion on service and make better use of feedback.</p> <p>Councils should improve performance measurement.</p>	Head of Democratic Services and Governance	<p>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.</p> <p>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.</p> <p>The Business Case is to be presented to the Council on 27 September 2006.</p>	Medium	31 December 2005	27 September 2006