

ACTION PLAN NUMBER	GRADE	WEAKNESSES IDENTIFIED	AGREED ACTION	RESPONSIBLE OFFICER	DATE OF IMPLEMENTATION	REVISED DATE	COMMENT/EXPLANATION
A - AUDIT SCOTLAND - COMMISSIONING COMMUNITY CARE SERVICES FOR OLDER PEOPLE							
2	MEDIUM	Officers should implement information sharing arrangement to enable access to services across social work, housing and health, including the requirement to obtain consent.	Paper version in place. IT infrastructure being negotiated.	Head of Integrated Care	30 April 2005 31 July 2007	April 2008	<p>The CareAssess module of Carefirst will partly address this issue. In broader terms NHS and Council will use different systems that will communicate via a central repository(Scottish Gov developing the adaptors).</p> <p>Individual systems should be ready for April 2008 but no timescale for when they will communicate with each other.</p>
B - AUDIT SCOTLAND - EDUCATION DEPARTMENT - COMPUTER SERVICES REVIEW							
8	MEDIUM	At the time of audit, the inventory of software and hardware was incomplete. At present the opportunity exists for items to be purchased directly by schools. These items are not reflected on the inventory consistently. Software licences are included in the council's balance sheet as fixed assets. However, without a detailed count of the software licenses this figure may be inaccurate. Generally	Update the existing inventories to ensure that all software and hardware are included. Consideration should be given to monitoring hardware and software configurations of all networked computers. This will be implemented as part of IT work plan over the coming year.	ICT Development Manager	30 November 2006 31 August 2007	March 2008	Audit software was purchased in February 2007 and is being rolled out across the Primary and Secondary Estate with completion due by the end of this financial year. The delay in this is principally due to the additional transfer work at NPDO schools.

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		software is subject to license agreements, which can be legally enforced. Operating with unlicensed software is an offence. Without a detailed inventory it is difficult to argue that all the necessary steps were taken to ensure that only properly licensed software is used within the schools.					
C - AUDIT SCOTLAND IMPROVING CUSTOMER SERVICES THROUGH BETTER CUSTOMER CONTACT							
1	MEDIUM	Council needs 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.	N/A	Head of Democratic Services and Governance	31 December 2005	March 2008 for phase 1	Customer Services Centre has been developed. Phase 1 to be completed by December 2007. Will now be completed by march 2008. Further roll out plan has been worked up for consideration by the Council and timetable will be dependent on the resources available to continue the very significant progress made. New customer strategy to be considered by Council in November 2007.