

| ACTION PLAN NUMBER | GRADE | WEAKNESSES IDENTIFIED | AGREED ACTION | RESPONSIBLE OFFICER | DATE OF IMPLEMENTATION | REVISED DATE | COMMENT/EXPLANATION |
|---|--------|---|--|------------------------|-----------------------------------|--------------|--|
| A - REVIEW OF COUNCIL TAX AND NON-DOMESTIC RATES | | | | | | | |
| 3 | MEDIUM | <p>Observation - The password for the administrator account for the Council Tax system has not been changed since the system was installed. Risk - There is a risk that the account could be compromised and that unauthorised actions are made within the Council Tax system. Recommendation - The administrator account is also used as a system account to perform certain operations within the application. Changing the password may effect the operation of the system. We would recommend that the administrator password should be changed, but this should be done in consultation with Northgate to avoid any interruption in service.</p> | <p>We are aware of this issue and have sought to change the password for the administrator account on previous occasions but have been advised against this by Northgate. This issue applies equally to other Northgate users across the country and as far as the service is aware has not caused a problem at those sites. It is accepted that this is a low risk but contact will be made with Northgate to ascertain whether previous difficulties still remain.</p> | Council Tax Supervisor | 30 April 2006 30 November 2007 | March 2008 | <p>We have consulted with Northgate and will change this after annual billing in February – there are a number of key jobs that require to be run under this password and it is to high risk to change this before then.</p> <p>50% complete</p> |

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| B - REVIEW OF RISK MANAGEMENT FRAMEWORK | | | | | | | |
| 9 | FUNDAMENTAL | Operational Risk Registers not prepared | The Operational Risk Registers are to be prepared | Head of Democratic Services and Governance as Lead Officer on The Risk Management Group and Chair of LCGs | 31 March 2007 31 December 2007 | February 2008 | The Corporate Risk Register including both the Strategic and Operational risks has been approved by SMT. A review of the registers is nearly completed with a view to transferring it onto Pyramid (*the Performance Management system). It should be available to be transferred by end February. 90% complete |
| C - REVIEW OF ROADS & AMENITY SERVICES - WASTE MANAGEMENT ADMIN | | | | | | | |
| 1 | MATERIAL | 1. 17 of 49 Driver's Daily Defect Check records were missing. 2. Of 32 records 25 were incomplete. 3. 53 entries which should have been recorded were not. 4. Drivers were confused as to whether the form was a vehicle or driver related form. | 1. The Driver's Daily Defect Check Record should be retained in each vehicle and treated as relating to that vehicle only. 2. All defects, and not just those found in the daily check, pertaining to the vehicle should be recorded by noting the Driver's Defect Record Book Form No. on the appropriate day. 3. When the repair has been completed the blue copy of the Driver's Defect Record Book signed off by | Area Supervisors | 30 November 2007 | 30 April 2008 | The Action Plan Numbers 1-4 are all covered by the following : a) Stewart Turner (Head of Roads and Amenity Services) to confirm with Area Managers by 29 th Feb that existing procedures be followed in relation to daily checks, defect reporting and drivers hours (any |

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| | | | <p>the Workshop should be attached to the Vehicle Daily Defect Check Record form and returned to the Supervisor at the end of each month. 4. Each month the Supervisor should ensure that he receives a Vehicle Daily Defect Check and Defect Record for each vehicle together with the blue copy Defect Record Book Form and retain these in an individual vehicle file. This will provide a full defect/downtime record for each vehicle.</p> | | | | <p>lunch breaks should be recorded as duty).</p> <p>b) Peter Robinson (Fleet Management Transport Manager) to ensure Drivers guide booklet produced in 2005 by Eddie Shaw (Departmental Health and Safety Officer) be issued annually and incorporate any revisions in conjunction with Eddie Shaw . Revisions to include Telematics information and to be updated by 30th April.</p> <p>c) Peter Robinson to produce monthly driver daily check records summary by 30th April.</p> <p>80% complete</p> |

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| 2 | MATERIAL | 1. Driver's Record Books weekly sheets are not always completed. 3. The Driver's Record Books at Helensburgh & Lomond did not record the time the driver went off duty | 1. All operatives who are required to drive a Council vehicle even if intermittently should be issued with a Driver's Record Book to be completed in respect of any week in which he is required to drive. 3. Driver's at Helensburgh & Lomond should record the actual time they go off duty in the Driver's Record Book thus providing a record of the effect of Task and Finish. | Area Supervisors | 30 November 2007 | 30 April 2008 | See above. |
| 2 | MATERIAL | 2. There is an inconsistency in the treatment of the lunch break in the completion of Driver's Record Books. | 2. The way in which lunch is to be recorded or omitted should be decided by management and driver's instructed accordingly in order that consistency of treatment is achieved. | Assistant Operations Manage - Waste | 30 November 2007 | 30 April 2008 | See above. |
| 4 | MATERIAL | It is some 5 years since the waste collection routes were determined and timed and in that time it is probable that significant changes have occurred e.g. new house building, the introduction of wheelie bins. | The waste collection routes should be reviewed and assessed at least every 4 years or earlier if significant change occurs in the interim. | Area Managers | 31 December 2007 | 30 September 2008 | Responsibility for Waste Collection has now moved to the Head of Facility Services per the option appraisal action plan. Cowal and Helensburgh and Lomond routes have recently been reviewed and |

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| | | | | | | | measured .New routes will all be introduced by 30 th April. All areas will be reviewed where required and in particular where any collections change to alternate weekly to allow expansion of recycling/composting collections. 30% complete |
| D - REVIEW OF SCHOOL AND PUBLIC TRANSPORT 2007 | | | | | | | |
| 3 | MATERIAL | A review of the Guideline Criteria for Supporting Bus Services has not been carried out. | A Paper reviewing the guideline Criteria should be submitted to the Executive Committee as soon as possible. | Transportation & Infrastructure Manager | 30 November 2007 | 30April 2008 | A report will be taken to the Executive Committee when the outcome of the transfer of ring fenced grants is known. 40% complete |
| E - REVIEW OF TENDERING PROCEDURES | | | | | | | |
| 1 | FUNDAMENTAL | The Council's Contract Standing Orders did not give any guidance as to the action to be taken when only one tender is received for a project. | The Contract Standing Orders within the Council's Constitution should be amended to give clear guidance to staff as to the steps to be taken. | Head of Democratic Services & Governance | 31 October 2007 | July 2008 | The update of the Council Constitution has been rescheduled. Given the ongoing debate around planning delegations this work will be included in the revised constitution. 95% complete |

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| F- REVIEW OF COUNCIL & COMMITTEE DECISION FOLLOW-UP | | | | | | | |
| 3 | MATERIAL | Progress of Traffic Regulation Orders needs to be accelerated | There are approximately 30 TROs still outstanding. Four of these are with Legal Services. Roads and Amenity Services should meet regularly with Legal and Protective Services to ensure that Traffic Regulation Orders are timeously progressed. Legal Services will review the 4 that they have still outstanding by 30 November 2007. | Head of Roads & Amenity Services and Head of Legal & Protective Services | 30 November 2007 | 30 September 2008 | Currently 34 outstanding with 5 at Legal. Officer responsible recently back from sick leave, but he advises that process is progressing at an acceptable rate and is subject to ongoing monitoring. 40% complete. |
| 5 | MATERIAL | Progress of Traffic Regulation Orders needs to be closely monitored. | The Head of Roads and Amenity Services when reviewing the monthly progress reports will address any issues applying to his services. Other issues will be taken up with the Head of Legal & Protective Services to progress. | Head of Roads & Amenity services | 30 November 2007 | 31 March 2008 | Advised monitoring to be introduced with Head of Roads & Amenity reviewing. Pyramid to be utilised currently at implementation stage. 85% complete |

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| 7 | MATERIAL | Sale of land at Baliscate Industrial site has been ongoing since 1999 and needs to be concluded. | Legal Services to get firm's solicitors to provide conveyancing drafts in order that settlement can be made. | Head of Legal & Protective Services | 30 November 2007 | March 2008 | <p>Final revisals to the conveyancing drafts should be completed within the next 7days. Purchasers' solicitors have now confirmed in whose name title to the property is to be granted and are to confirm when the funding will be available and settlement date. Some additional documentation to be provided by Council and now being sought including a further title plan to take account of change in sewer route. Provided missives can now be concluded, settlement expected within the next 3 weeks or so."</p> <p>80% complete</p> |