

APPENDIX 4

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	30 th June 2009	Council system in place (Care Assess) and will be implemented across all offices between August – 31 st December 2008. Equivalent NHS system not in place. NHS Highland has indicated that they will meet the national target set by the Scottish Government for 31 st March 2009. Once the two systems are in place they require to be tested over a three month period via the integrated adaptor system before full implementation is possible.
B - 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 31 August 2007 31 March 2008	October 2008	Council agreed at its meeting in May 2008 to endorse a new customer strategy and to agree a revised action plan to roll out customer service centre across all relevant council services in accordance with the action plan submitted. The strategic management team instructed that this strategy be

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							cascaded through departments to all staff and a programme is being developed to achieve this commencing autumn 2008.