

APPENDIX 2

ACTION PLAN NUMBER	GRADE	WEAKNESSES IDENTIFIED	AGREED ACTION	RESPONSIBLE OFFICER	DATE OF IMPLEMENTATION	REVISED DATE	COMMENT/EXPLANATION
A - REVIEW OF BUSINESS CONTINUITY							
1	MATERIAL	There is a possibility that with the timescale of the process being extended to August 2008 and further training being required that the commitment by staff may be reduced.	Staff involvement must be maintained from all departments to ensure corporate approach.	Governance and Risk Manager	30 September 2008	31 March 2009	The Business Continuity Project with Glen Abbot has progressed to the stage where each Service has prepared Departmental Recovery Plans for almost all the critical services. These plans will be used in the event of a requirement to activate a Business Continuity response to an incident. There will be an exercise undertaken to test the plans. At a meeting on 1 October attended by the Chief Executive, Directors and Heads of Service the Corporate Incident Management Plan was approved and this will be tested at the same time as the Departmental Recovery Plans. Further training and a full review of the Business Continuity Project will then be undertaken. Governance and Risk Manager will make a presentation on the Business Continuity process to the Audit Committee on 12 December 2008.

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B - REVIEW OF CONTRACT HIRE & OPERATING LEASES							
4	MATERIAL	In view of there being a reasonable possibility that the bridge option for the Cuan Sound crossing may not be accepted by the Scottish Government the Council should be considering taking steps to plan for the lease or purchase of a ferry boat and the other implications flowing from that.	Steps should be commenced by the Council to decide the action to be taken in the event of the Scottish Government deciding not to fund a high level bridge.	Director of Operational Services	31 December 2007 18 September 2008	2 June 2009	The Scottish Executive has declined to presently fund this project. It is hoped that a decision will be possible in approximately 6 months time once, further funding options have been reviewed. In the interim there is an operational requirement to repair the present slip. Funding to repair the slip is currently being pursued.
7	MATERIAL	The potential savings from the use of the advanced networking facilities available throughout the Council based on the experience gained from Manse Brae and Argyll House, the print usage and estimated savings at Kilmory and the savings in schools have not yet been estimated and reported to management.	Once the potential savings have been estimated a report is to be produced for management forecasting the potential savings. This report would need to be followed up with actual savings achieved. Such reports would be useful evidence towards showing Audit Scotland that the Council is achieving BV.	Head of ICT & Financial Services and Head of Democratic Services & Governance	31 March 2008 30 September 2008	30 September 2009	A decision was made in October to merge the print rooms under The Head of Democratic Services and Governance. He will develop an implementation plan to take this forward. Thereafter the use of networked multi-functional devices would be considered. Only when this has been done can savings be measured.

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C - REVIEW OF COUNCIL & COMMITTEE DECISION FOLLOW-UP							
6	MATERIAL	Bridge of Orchy - Negotiations have been going on at least from 1996 to resolve the issue regarding access to a water supply. There have been ongoing complicated issues that have been difficult to resolve.	Legal Services to write to the owners of properties covered by the water supply. A report will then be submitted to the Business Day of the OLI area committee.	Head of Legal & Protective Services	31 January 2008 30 September 2008	31 March 2009	Estates have been making arrangements to market Bridge of Orchy school and have received 29 expressions of interest. They will be advertising the fixing of a closing date of 30 January 2009. Legal Services will be writing to the existing owners offering to grant a deed of servitude before the property changes hands at a price which represents a fair apportionment of the cost of upgrading the supply.
D - REVIEW OF GENERAL LEDGER OPERATIONS - BANK RECONCILIATIONS							
1	MATERIAL	There are not always adequate written procedure notes kept by each officer responsible for individual bank reconciliations	Written reconciliation procedures or flowcharts are to be prepared for all main bank accounts	Head of ICT and Financial Services	30 September 2008	December 2008	Housing Benefit Bank Account and Income Bank Account Written procedures now in place. Local Tax and Expenditure Bank Account procedures being drafted at present and should be finalised by end of December 08.

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E - REVIEW OF MAJOR CAPITAL - CAPITAL CONTRACTS - BRUICHLADDICH PIER							
2	MATERIAL	Delays did occur but no information was recorded in the contract file communicating details of delays or action to be taken. We were advised that communications would have been verbal or by e-mail thus explaining the lack of documentation.	Consideration should be given to electronic contract filing with a folder for each contract/project where all documents including e-mails, letters and other text and "pdf" files could be stored. This could be introduced as part of the Quality System Review planned for this summer.	Principal Engineer	30 September 2008	Superseded	The decision has been taken to await the roll-out of document scanning and indexing on a Council wide basis, which is one of themes in the Chief Executive's Process for Change. To presently implement a new system only to later replace it for a Council wide system is not cost effective. In the interim an instruction has been issued by the Principal Engineer stating that each contract/project file is to include all documents including emails, letters and other text including pdf data in either hard copy format or as a computer address link, prior to adoption of the Council wide document management system.
F - REVIEW OF PERFORMANCE - REVENUES AND BENEFITS							
2	MATERIAL	The lack of audit trail for performance measures results in a lack of transparency on the information provided to DWP.	The Revenues and Benefit Manager to compile the required backup documentation to provide an audit trail.	Revenues & Benefits Manager	31 July 2008	30 January 2009	Currently undergoing root and branch review of Benefits with Performance Development Team to be completed January 2009. Suggest further review/consideration necessary then.
3	MATERIAL	The continuous improvement of the Benefit service is compromised due to the lack of structured staff training and development.	The Revenues and Benefit Manager should develop a training programme for staff.	Revenues & Benefits Manager	31 July 2008	30 January 2009	Developed roles for Quality Assurance and Training Officers produces significant improvements. This is being reviewed by a staff working party in conjunction DWP Performance

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							Development Team however need reviewed once exercise complete.
5	MATERIAL	Reduced level of customer service could result from lack of structure monitoring procedure	The Revenues and Benefits Manger should set a structured performance monitoring procedure to ensure regular and concise monitoring is completed.	Revenues & Benefits Manager	31 July 2008	30 January 2009	Performance framework being addressed through work with DWP's performance development team, however need reviewed once exercise complete.
G - REVIEW OF PURCHASING AND e-PROCUREMENT							
1	FUNDAMENTAL	Legal & Protective Services were not making use of Pecos, the e-Procurement System.	Arrangements should be made with the Exchequer Manager to provide Legal & Protective Services with a purchase card which would be used to order goods from specialist suppliers who are not on Pecos. Training will be provided for staff in order that they can start making use of Pecos for all other purchases.	Exchequer Manager	31 May 2007 30 September 2007 31 March 2008 31 July 2008	31 December 2008	Staff training dates in December have been outlined for Legal and Protective Services. Pecos is set up and once the training has taken place it will become operational.
H - 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	Area Supervisors	30 November 2007 30 April 2008 31 August 2008	27 February 2009.	The issue of a Drivers Handbook has been delayed until it has been reviewed by the New Fleet & Waste Manager appointed on the 17 th November 2008. The book in draft form and runs to 40 pages. The new manager is reviewing the contents of the book in an effort to condense it and make it user friendly.

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			<p>by 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>				
I - REVIEW OF TENDERING PROCEDURES							
1	FUNDAMENTAL	<p>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.</p>	<p>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.</p>	<p>Head of Democratic Services & Governance</p>	<p>31 October 2007</p>	<p>31 March 2009</p>	<p>This will be addressed in the new constitution.</p>