

APPENDIX 2

ACTION PLAN NUMBER	GRADE	WEAKNESSES IDENTIFIED	AGREED ACTION	RESPONSIBLE OFFICER	DATE OF IMPLEMENTATION	REVISED DATE	COMMENT/EXPLANATION
A - REVIEW OF CONTRACT HIRE & OPERATING LEASES							
5	MATERIAL	Operational Services had produced an Internal Waste Prevention Action Plan which has fallen behind with its original implementation dates	Management is now taking steps to put the action plan back on course	Head of Facility Services	31 December 2007 31 March 2009	30 September 2009	Workload issues have led to project Lead being reassigned.
B - REVIEW OF COUNCIL & COMMITTEE DECISION FOLLOW-UP							
2	MATERIAL	An evaluation and assessment of the benefits obtained from the implementation of the recommendations arising from the Legal services Best Value Review has yet to be completed.	The Head of Legal & Protective Services should submit an annual report to SMT on the outcomes and benefits arising from the Legal Services Best Value Review. Legal Services should continue to monitor and assess the benefits of the partnership with Brodies by means of regular meetings. This should also be included in the annual report.	Head of Legal & Protective Services	31 March 2008 31 October 2008 31 March 2009	September 2009	The Head of Legal & Protective Services has been unable to submit the report as she has been involved with the Protective Services and Licensing Best Value Review. She would hope to submit a report within the next three months.
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 January 2009	August 2009	The school has been advertised for sale and a closing date was set for the end of February 2009. The highest offer has been accepted but is subject to the purchasers obtaining planning permission which is

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							ongoing. It is hoped that all matters would be legally tied up by the end of August.
C - REVIEW OF DEBTORS 2007-08							
10	MATERIAL	IT is unclear who is to carry out follow-up and write off of unpaid debtor accounts	Debtors Control should agree with services exactly who should do what in regard to follow-up & write off of accounts. Revised procedures for follow-up of outstanding accounts should be compiled and issued prior to implementation of new system.	Head of ICT & Financial Services Exchequer Manager	31 January 2009	30 September 2009	The debt collection regime for sundry debts is currently being revised and procedures will be put in place following negotiations with outside agencies
D - REVIEW OF INCOME AND BANKING 2008/09							
2	MEDIUM	It was noted that the Lismore Ferry point of sale records were manually generated as opposed to machine generated cash up records. On enquiry we were advised that this machine regularly fails and indeed with or without machine generated records	1. The improvement in control is likely to have a cost implication and therefore it is recommended that a cost benefit exercise is carried out to determine the need for the additional internal check.	Marine and Airports Manager, Roads and Amenity Services	31 January 2009	30 June 2009 for supply of new ticket machine.	Marine & Airports manager, after reviewing, does not consider an additional internal check necessary. The ticket machine is due to be replaced. Contact has been made with DDS the supplier. There is also new hardware supplied from DDS

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		we have an overall concern that if no ticket is issued cash could be received and not processed as income. The required control would be the collection of tickets on leaving the ferry by a crew member not responsible for the issue of tickets and the tickets reconciled to the total received	2. The Lismore ferry ticket machine should be repaired or replaced as necessary				which has yet to be installed by IT.
5	HIGH	While in Helensburgh & Lomond average ticket values were unaffected the daily revenue from car parks falls when machines are emptied more infrequently. This suggests that visibility of parking attendants and/or other staff emptying machines encourages payment by customers rather than risk a fine. Equally the absence of an attendant is likely to reduce revenues.	<p>1. Roads and amenity Services should carry out a review of car park earnings in Helensburgh & Lomond comparing periods when a car park attendant was employed with a similar period when no car park attendant was in place include the revenue from parking fines to measure the cost benefit of employing a car park attendant.</p> <p>2. Regardless of the appointment of a car park attendant a visible Council presence in the car parks is conducive to encouraging income and therefore it would be beneficial if machines were emptied twice a week</p>	Network & Environment Manager, Roads and Amenity Services	31 January 2009	30 June 2009	<p>Neil Brown to take a lead on this per recent Parking and Public Convenience Income Audit - Draft Report.</p> <p>Alan Kerr advises:</p> <p>1. It was considered that the existing staff with the car park attendant post unfilled should have been able to provide a reasonable level of service. However the main person covering this post was on a long term absence and this made collections very difficult. There was also a reluctance to carry out patrols outwith normal hours due to Single Status implications and personal reasons. This has changed and it is anticipated that additional patrols can be</p>

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			and once a week as a minimum; consider seasonal influence.				<p>provided. There requires to be a re- assessment as it will now operate with assistance from streetscene personnel. The takings were considerably lower this year and this was primarily due to the long term illness, single status, personal reasons, reduced fine collection, reduced number of cars, extensive traffic management on main arterial routes (A814 & A818) .</p> <p>A comparison of income should now be made to compare with attendant, revised process.</p> <p>2. There is generally a daily presence to check that machines are operating and a once a week emptying of machines. It is proposed that machines will be emptied more frequently to reduce manual handling as necessary to enable a twice weekly collection. However only busy machines will be emptied. All staff will wear high visibility clothing.</p>

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E - REVIEW OF ROADS & AMENITY SERVICES - WASTE MANAGEMENT ADMIN							
1	MATERIAL	<p>1. 17 of 49 Driver's Daily Defect Check records were missing.</p> <p>2. Of 32 records 25 were incomplete.</p> <p>3. 53 entries which should have been recorded were not.</p> <p>4. Drivers were confused as to whether the form was a vehicle or driver related form.</p>	<p>1. The Driver's Daily Defect Check Record should be retained in each vehicle and treated as relating to that vehicle only.</p> <p>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.</p> <p>3. When the repair has been completed the blue copy of the Driver's Defect Record Book signed off 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.</p> <p>4. Each month the Supervisor should ensure that he receives a Vehicle Daily Defect Check and Defect Record for each vehicle together with the</p>	Area Supervisors	<p>30 November 2007</p> <p>30 April 2008, 31 August 2008 31 January 2009</p>	31 July 2009	<p>The issues regarding Area Supervisors will be resolved by the impending issue of a driver's handbook which will clearly set out the drivers responsibilities in terms of log book, daily defects, vehicle down time and their own individual responsibilities. The driver's handbook will be distributed to all relevant drivers by the end of January 2009.</p> <p style="color: red;">New Fleet & Waste Manager has been reviewing the handbook in conjunction with the relevant Fleet staff.</p>

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			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.				
2	MATERIAL	<p>1. Driver's Record Books weekly sheets are not always completed.</p> <p>3. The Driver's Record Books at Helensburgh & Lomond did not record the time the driver went off duty</p>	<p>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.</p> <p>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.</p>	Area Supervisors	30 November 2007 30 April 2008, 31 August 2008 31 January 2009	31 July 2009	
F – 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 31 July 2008 31 March 2009		Interim guidance issued and will be included in new constitution.