

APPENDIX 4

ACTION PLAN NUMBER	GRADE	WEAKNESSES IDENTIFIED	AGREED ACTION	RESPONSIBLE OFFICER	DATE OF IMPLEMENTATION	REVISED DATE	COMMENT/EXPLANATION
A - AUDIT SCOTLAND IMPROVING CUSTOMER SERVICES THROUGH BETTER CUSTOMER CONTACT							
1	MEDIUM	Councils 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, 30 June 2008, 31 October 2008 31 March 2009	30 November 2009	Customer management theme in process for change will deliver high level design of new processes. The survey of Citizens Panel in December 2008 showed a 75% approval rating for existing council customer services. The detailed design will also review customer strategy and service models including CPD for customer services agents.
B - GRANT THORNTON REPORT ON THE 2007-08 ACCOUNTS AUDIT, APPENDIX C – FOLLOW-UP PRIOR YEAR							
5	MEDIUM	<p>Debt Management</p> <p>We found that there is no formal debt recovery scheme in place for outstanding debtor balances and, whilst the Council has adequately provided for these debts, it has not reviewed them for some time to consider recoverability.</p>	<p>The Council should develop a formal debt recovery scheme to formalise its procedures for following up, reviewing and writing off aged debtors.</p> <p>Management Response A formal policy has always been in place in relation to sundry debts but due to transfer of staff under TUPE in connection with Housing Staff Transfer, the internal resources for this largely disappeared. Outsourcing arrangements are now being</p>	Head of ICT & Financial Services	30 April 2008	31 August 2009	Head of Legal Services has agreed to provide this service and this is in place. It was therefore not included in the Sheriff Officer Tender. However, further review of resources in Legal Services means that they have prioritised the higher value debts. Follow-up of lower value debts will be outsourced to a debt collection organisation. This will be in place by august 2009.

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			considered Tender by December 2007 with contract in place by April 2008				