

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 arrangements 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 April 2008 30 November 2009 31 May 2010	28 July 2010	<p>As E-Care was withdrawn from MGF, 3 funding source by Scottish Executive we have been unable to progress the full business plan for an integrated system. An amended proposal that allows for the implementation of the Case Asses within the Council and develops protocols to allow controlled access by specific NHS staff is being progressed.</p> <p>Council staff have had access to the Care Assess module since October 2009 which has effectively removed the requirement for a paper document.</p> <p>The Care Assess module is now being piloted with the joint care teams, Learning Disability, Substance Misuse and ICT in the Helensburgh Lomond area. A report will be presented to the Health & Care Strategic Partnership on 28th July 2010 either recommending that the pilot</p>

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B - GRANT THORNTON 2007-08 AUDIT - INTERIM MANAGEMENT REPORT							
7	HIGH	<p>Financial Management and Budgetary Control</p> <p>The Council has not yet set out how it will measure and report efficiency savings generated and performance systems are not yet in place to measure outputs and outcomes to support the measurement of efficiency.</p>	<p>The Council should put in place mechanisms to record efficiency savings generated from the plan.</p> <p>Progress against the efficiency savings target should be reported on a regular basis to management and members.</p> <p>Management Response This will be addressed</p>	Head of Strategic Finance	<p>31 December 2008</p> <p>31 August 2009</p> <p>31 December 2009</p> <p>31 May 2010</p>	30 June 2010	<p>Draft recording and reporting arrangements have been prepared. However the Improvement Plan has a commitment to revise the Efficiency Plan by May 2009. This will include revising the recording and reporting arrangements and incorporating the Efficiency Plan in Pyramid. This first report will be at 30 June with a report to Members in August.</p> <p>The reporting format has still to be formalised.</p>

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							The reporting format has been drafted and first reports will be as at end of June.
C - GRANT THORNTON REPORT ON CONTRACT MANAGEMENT							
6	MEDIUM	It is too early to determine if passenger demand for Argyll Air Services will meet expectations and justify the significant investment in the scheme.	<p>The Council should plan to review existing projections for passenger numbers at its airports to ensure the original business model continues to be sustainable.</p> <p>It is agreed that the project should be reviewed and it is felt a complete year's operation would allow such a review to establish performance against the initial PSO model.</p> <p>This is against the position of the investment having been made to promote social cohesion and support for remote island communities on Coll, Colonsay and Tiree.</p>	Marine & Airfields Manager with Head of Roads and Amenity Services	31 March 2010	31 December 2010	This review will be carried out in the autumn by the new Head of Service.
8	MEDIUM	If the Council decides to retain the airports, a business plan should be in place which	A business and operational plan should be prepared for Argyll Air Services. This will	Marine and Airfields Manager with	31 December 2009 31 March 2010	31 December 2010	This will be taken forward by the new Head of Service.

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D - GRANT THORNTON REPORT ON THE 2007-08 ACCOUNTS AUDIT							
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</p> <p>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	30 September 2010	<p>It was previously decided to pull sundry debtors from the collaborative Sheriff Officer tender. It is hoped to reach agreement on a new strategy for recovering debts and go out to tender for this. There will be costs and there are no budgets for this so SMT approval will be required.</p>

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