

Recommendations Overdue 31 May 2011

ACTION PLAN NO:	WEAKNESSES IDENTIFIED: GRADE:	AGREED ACTION:	DATES :	COMMENT/EXPLANATION:	PYRAMID:
DEPARTMENT CHIEF EXECUTIVE'S UNIT SERVICE IMPROVEMENT & HR REPORT NAME <u>REVIEW OF OD LEARNING & DEVELOPMENT 2010-11</u>					
1	<p>The Council's internal target for the completion of PDRs by departments is set out in the Councils Corporate Plan at 85%. It is clear that some services will need to increase the pace at which they complete staffs PDRs if the target is to be achieved.</p> <p>HIGH</p>	<p>Improvement and HR should remind all Executive Directors that Heads of Service should have a plan put in place to ensure completion of their staffs PDRs. This plan should then be monitored both at Head of Service, reported to DMT and signed off by the Executive Directors thereby guaranteeing that the 85% completion rate target is achieved. The plans should also be held centrally by OD learning and development and monitored on Pyramid.</p>	<p>31 May 2011 30 June 2011</p>	<p>The new PDR process will be considered by COSO and then SMT in June. Following this process, the instruction will be issued to plan for PDRs</p>	<p>Delayed but rescheduled</p>
REPORT NAME <u>REVIEW OF WORKFORCE PROTECTION 2010-11</u>					
2	<p>The Auditor found that there is a documented policy for lone working and risk assessments are being carried out and updated on a regular basis. The Auditor found that different areas are adopting alternative strategies for implementing the policy. All Home Help Staff have completed the personal Safety Awareness Training and have been given "Defender All Purpose Alarms".</p> <p>HIGH</p>	<p>B) Corporate Health and Safety should be carrying out Health and Safety audits of practices on lone working.</p>	<p>31 March 2011 30 September 2011</p>	<p>A programme of audits of lone working practices is planned for implementation during the second quarter of 2011/12 as part of the health and safety audit programme.</p>	<p>Delayed but rescheduled</p>

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SERVICE STRATEGIC FINANCE REPORT NAME REVIEW OF CAPITAL ACCOUNTING 2009-10					
4	<p>There is a need to consider each asset class and the effect of the change in basis of accounting. In particular infrastructure assets require consideration from both a policy basis (renewals accounting or replacement cost?) and reconciling existing historical cost records with individual roads, bridges, retaining walls, piers etc. In addition the management accounting implications of the use of assets and their charge for use should be reviewed.</p> <p>MEDIUM</p>	<p>The AMSB should ensure that the process is included in its timetable and programme for 2010/11.</p>	<p>31 March 2011 31 March 2013</p>	<p>No change in 2010/11 under IFRS from existing historical cost basis. Would propose waiting for timescale to change basis to replacement cost. Based on CIPFA Code on Accounting for Infrastructure.</p>	<p>Delayed but rescheduled</p>
5	<p>Review Capital Accounting Section's written procedures particularly reflecting the reconciliation of all the Council's asset registers and the incorporation of acquisitions and disposals.</p> <p>MEDIUM</p>	<p>The AMSB should include the preparation of capital accounting procedures in its programme and timetable for 2010/11.</p>	<p>31 March 2011 31 March 2012</p>	<p>The writing up of procedures has been delayed as the reconciliations have not yet been completed. The task will be included in the AMSB 2011/12 workplan.</p>	<p>Delayed but rescheduled</p>

DEPARTMENT CUSTOMER SERVICES
SERVICE CUSTOMER & SUPPORT SERVICES
REPORT NAME REVIEW OF SOCIAL WORK DEBTORS 2010-11

2	<p>There is currently no facility available for the payment of Sundry Debtors by Direct Debit. On enquiry Internal Audit was informed that this was currently being looked at.</p> <p>LOW</p>	<p>Payment by Direct Debit for Sundry Debtors Accounts should be made available as a method of payment.</p>	<p>31 March 2011 30 September 2011</p>	<p>Update 27th May Contact has been established with Civica and awaiting confirmation of dates for consultancy.</p>	<p>Delayed but rescheduled</p>
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SERVICE	GOVERNANCE & LAW				
REPORT NAME	REVIEW OF BUSINESS CONTINUITY				
3	The report from Glen Abbot on the 'Ocean Drive' exercise highlighted areas that required to be addressed HIGH	Recommendations in the action plan will be met through an internal training programme which be developed by December 2009 and implemented by April 2010.	30 April 2010 31 May 2010 30 September 2010 30 April 2011	An external review of Business Continuity is currently being undertaken and the outcomes of the review will influence the development of an internal training programme over a 12 month period. The review will also address where the responsibility for BC will sit within the Council.	Delayed but not rescheduled
4	The fact that the Council has BCP plans is not widely known by employees. MEDIUM	The Governance & Risk Manager has reviewed the information contained within Public Folders and has replaced it with the most up to date information. He has also instructed a review of the Departmental Recovery Plans (DRPs) and has asked the Risk Management Group to take forward the process of arranging meetings with the staff who will be involved in the invocation of the DRPs to ensure that they are aware of their responsibilities in relation to that process. It is hoped that these meetings will be completed by June 2010.	30 June 2010 30 April 2011	An external review of Business Continuity is currently being undertaken and the outcomes of the review will address where the responsibility for BC will sit within the Council. There will then be a requirement to undertake a full review of our DRPs to ensure that they reflect both the transfer of functions and the ongoing restructuring.	Delayed but not rescheduled
REPORT NAME	REVIEW OF ICO FOLLOW-UP 2010-11				
1	New terms of reference for the Information Security Forum have been drafted but have not yet been formally approved for adoption. LOW	The Information Security Forum's terms of reference, once approved, should be made available on the Public Folders.	31 March 2011 31 May 2011 30 June 2011	Report to SMT on 27 June 2011 with new terms of reference and request that departments identify appropriate personnel as members of the IS forum.	Delayed but rescheduled

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2	Training uptake using the existing on-line module has been low. A new module has been developed, but has still to be adapted for on-line interactive use. LOW	The new training module should be introduced as soon as practicable. Steps should be taken to ensure that all staff involved in handling personal data are made aware of the module and are asked to complete it.	31 March 2011 31 May 2011 30 June 2011	Draft Module has been completed and approved. It is to be transferred into a web based format and made accessible from the Hub.	Delayed but rescheduled