

# Recommendations Overdue 01 June – 31 July 2011 (Updated 31 August 2011)

ACTION PLAN NO:	WEAKNESSES IDENTIFIED: GRADE:	AGREED ACTION:	DATES :	COMMENT/EXPLANATION:	PYRAMID:
<b>DEPARTMENT CHIEF EXECUTIVE'S UNIT</b> <b>SERVICE IMPROVEMENT &amp; HR</b> <u>REPORT NAME REVIEW OF CAR ALLOWANCES</u>					
1	<p>The total mileage claimed for 2009/10 was 4,123,000 miles. 73% of the mileage was claimed by 27% of the staff who claimed mileage. Approximately 1,800 employees submitted mileage claims throughout the year. The total cost to the Council in respect of staff travel was £2.28m.</p> <p><b>HIGH</b></p>	<p>Corporate guidance should be developed to support arrangements for managing and controlling staff travel.</p>	<p>31 July 2011 <b>31 October 2011</b></p>	<p>An initial draft of actions has been prepared and group of officers, led by HR, is being established to refine these and present to SMT for issue in October.</p>	<p><b>Delayed but rescheduled</b></p>
<u>REPORT NAME REVIEW OF HEALTH AND SAFETY 2010-11</u>					
4	<p>Internal Audit was provided with a list of staff within the Council that hold Health &amp; Safety qualifications, however it was found to be out of date</p> <p><b>MEDIUM</b></p>	<p>Corporate Health and Safety should, in consultation with Departmental Management Teams define the expected role of IOSH and NEBOSH qualified staff within the Departments and should identify and circulate to all Departments a list of staff trained with IOSH and NEBOSH Health &amp; Safety certificates for review and updating.</p>	<p>30 July 2011 <b>30 September 2011</b></p>	<p>The Health and Safety Manager has compiled a list of all NEBOSH/IOSH qualified staff in departments. This will be circulated to Departments for updating in September and the expected roles presented to DMTs for approval</p>	<p><b>Delayed but rescheduled</b></p>

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<b>REPORT NAME</b>	<b>REPORT NAME</b>	<b>REVIEW OF WORKFORCE PROTECTION 2010-11</b>			
3	In certain areas throughout the authority it was found that public interview rooms were not equipped with panic buttons. In one area staff members carry belt alarms and in other area personal safety alarms are carried by staff. Risk assessments may deem that rooms be sufficiently safe without alarms. Individual design need to be considered before determining the actual needs. The control of interview rooms is integral to the Personal Safety Training Course. <b>HIGH</b>	All public interview rooms should be assessed for personal safety and any recommendation identified should be passed to the Head of Facility Services for implementation. If panic alarms are required then they should be tested on a regular basis and a log kept.	30 June 2011 <b>30 September 2011</b>	Memos sent to all Executive Directors, seeking information on the number of Interview rooms and the identity of the responsible person for the premises and the current risk assessment.	<b>Delayed but rescheduled</b>

**DEPARTMENT CUSTOMER SERVICES**

**SERVICE FACILITY SERVICES**

<b>REPORT NAME</b>	<b>REPORT NAME</b>	<b>REVIEW OF ASSET MANAGEMENT 2010-11</b>			
11	The final Guide was made available in June 2010; Appendix 6 provides for an annual report for Asset Sustainability Capital Projects. No reports were produced in respect of 2009/10. <b>MEDIUM</b>	The AMSB should ensure that each Service prepares an annual report on asset sustainability projects in respect of 2010/11 as soon as the capital monitoring reports for March 2011 have been finalised.	30 June 2011 31 August 2011 <b>30 September 2011</b>	Awaiting confirmation of the 2010/11 outturn figures.	<b>Delayed but rescheduled</b>

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<b>SERVICE</b>	<b>GOVERNANCE &amp; LAW</b>				
<b>REPORT NAME</b>	<b>REVIEW OF BUSINESS CONTINUITY</b>				
3	The report from Glen Abbot on the 'Ocean Drive' exercise highlighted areas that required to be addressed <b>HIGH</b>	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 29 July 2011 <b>30 September 2011</b>	The meetings with Consultant took place and it was agreed that a report should be submitted to the SMT proposing a corporate wide review of our ability to respond in terms of our responsibilities under the Civil Contingencies Act is undertaken. This would include a review of our internal BC processes.	<b>Delayed but rescheduled</b>
4	The fact that the Council has BCP plans is not widely known by employees. <b>MEDIUM</b>	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 29 July 2011 <b>30 September 2011</b>	The meetings with Consultant took place and it was agreed that a report should be submitted to the SMT proposing a corporate wide review of our ability to respond in terms of our responsibilities under the Civil Contingencies Act is undertaken. This would include a review of our internal BC processes.	<b>Delayed but rescheduled</b>
<b>REPORT NAME</b>	<b>REVIEW OF BUSINESS CONTINUITY PLANNING</b>				
2	The Council's Business Continuity Plan and Business Continuity Policy do not provide a sample DRPs or guidance on how it should be completed. The DRPs which are already in place were completed under the guidance of Glenn Abbot Ltd <b>HIGH</b>	Appropriate training and/or guidance on the completion of DRPs must be planned and provided for officers at Departmental Head of Service level. A structured approach to the completion of these documents should be put in place to ensure consistency across the Service and prevent repetition of work	29 July 2011 <b>30 September 2011</b>	The meetings with Consultant took place and it was agreed that a report should be submitted to the SMT proposing a corporate wide review of our ability to respond in terms of our responsibilities under the Civil Contingencies Act is undertaken. This would include a review of our internal BC processes.	<b>Delayed but rescheduled</b>

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3	<p>The Council's Governance Manager currently has the role of coordinating but is rarely contacted regarding updates that have been enacted by departmental services/units.</p> <p>The business continuity representative for Social Work was previously the Training, Health and Safety Manager however following the centralisation of Health and Safety it is unclear if this officer is still the business continuity representative.</p> <p><b>HIGH</b></p>	<p>The roles and responsibilities for Business Continuity within the Council require to be clarified and the Business Continuity Policy updated to reflect the current position</p>	<p>29 July 2011 <b>30 September 2011</b></p>	<p>The meetings with Consultant took place and it was agreed that a report should be submitted to the SMT proposing a corporate wide review of our ability to respond in terms of our responsibilities under the Civil Contingencies Act is undertaken. This would include a review of our internal BC processes.</p>	<b>Delayed but rescheduled</b>
9	<p>External Providers are not required to provide BCPs as part of the approval process.</p> <p><b>MEDIUM</b></p>	<p>The Council should consider whether there is a requirement to routinely obtain BCPs from external providers as part of the approval process</p>	<p>29 July 2011 <b>30 September 2011</b></p>	<p>The meetings with Consultant took place and it was agreed that a report should be submitted to the SMT proposing a corporate wide review of our ability to respond in terms of our responsibilities under the Civil Contingencies Act is undertaken. This would include a review of our internal BC processes.</p>	<b>Delayed but rescheduled</b>

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## DEPARTMENT DEVELOPMENT & INFRASTRUCTURE SERVICES

SERVICE ROADS & AMENITY SERVICES  
REPORT NAME REVIEW OF ARGYLL AIR SERVICES

1	Audit was unable to reconcile the flight and passenger statistics submitted to the CAA for the months of June 2009 to August 2010; to the detailed flight statistics provided by Airport Admin Staff to provide historical trend data on which to base business plan calculations. In some cases the differences were sufficiently significant as to give concern for the integrity of some of the returns. We understand that both sets of statistics are derived from the same source. <b>MEDIUM</b>	It will be necessary to ensure that regardless of the management regime in place statistics in relation to volume frequency and type of flights landing and taking off at each of the Council's airports are provided and can be reconciled to any statutory and statistical returns that have to be submitted to internal and external parties.	31 July 2011	Complete, Evidence, to be obtained from Airport Administrator will follow.	<b>Evidence Required</b>
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