

APPENDIX 2

Recommendations Overdue 01 September - 31 October 2011

ACTION PLAN NO:	WEAKNESSES IDENTIFIED: GRADE:	AGREED ACTION:	DATES :	COMMENT/EXPLANATION:	PYRAMID:
DEPARTMENT CHIEF EXECUTIVE'S UNIT SERVICE IMPROVEMENT & HR REPORT NAME REVIEW OF DISCIPLINARY AND GRIEVANCE PROCEDURES					
7	The Council's grievance procedures are not in line with the ACAS code of Practice MEDIUM	The review of the grievance procedures should ensure that the new procedures are in line with the ACAS Code of Practice.	30 September 2011 31 December 2011	Council grievance procedures have been reviewed and are now fully compliant with ACAS Code of Practice .To be progressed to appropriate stages of negotiations with TU's and approval by SMT anticipated implementation in December 2012	Delayed but rescheduled
DEPARTMENT CUSTOMER SERVICES SERVICE CUSTOMER & SUPPORT SERVICES REPORT NAME REVIEW OF SOCIAL WORK DEBTORS 2010-11					
2	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. LOW	Payment by Direct Debit for Sundry Debtors Accounts should be made available as a method of payment.	31 March 2011 30 September 2011 30 November 2011	Update 28 October Civica completed consultancy as planned and still on track for 30 November.	Delayed but rescheduled
SERVICE FACILITY SERVICES REPORT NAME REVIEW OF ASSET MANAGEMENT 2010-11					
8	The Asset Management Strategic Board have found that scoring matrix on affordability does not support low value, partly externally funded with relatively low level revenue savings due to the scoring being based on absolute monetary values rather than a percentage of the gross cost. MEDIUM	The AMSB should review the evaluation matrix for IBC's and OBC's urgently.	30 September 2011 30 November 2011	The Business Case Scoring Matrix has now been altered to take account of this requirement and will be used for the first time when projects are assessed for inclusion within the next version of the Capital Plan.	Evidence Required

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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. MEDIUM	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 30 September 2011 30 November 2011	A template has now been agreed for these reports which will now be considered by the Asset Management Board in November	Evidence Required

REPORT NAME REVIEW OF CAR ALLOWANCES

3	There are presently 27 pool cars in use. The utilisation of these cars in 2009/10 ranged from 34.1% to 97.5%. (An online booking system for pool cars is to be introduced by Facility Services.) MEDIUM	Information on the availability of pool cars should be relayed to employees and they should be encouraged to make greater use of them.	30 September 2011 31 December 2011	The implementation of the online booking system has been delayed due to faults in the software. This is being pursued with the supplier who has been asked to provide an indication of a date for completion. Progress against this is being monitored by the SRO and the HR and Process for Change Board.	Delayed but rescheduled
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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 30 September 2010 30 April 2011 29 July 2011 30 September 2011	Report to SMT on 19 September requested 31 May 2010 further information on proposal for a corporate review of BC. This recommendation will be addressed as part of the corporate review and as such this recommendation should be regarded as being completed. Agreement now reached with CE to have a secondee into post to take forward BC review. This will form part of the review and therefore this action should be removed.	Superseded
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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 29 July 2011 30 September 2011	Report to SMT on 19 September requested further information on proposal for a corporate review of BC. This recommendation will be addressed as part of the corporate review and as such this recommendation should be regarded as being completed.	Superseded

REPORT NAME REVIEW OF BUSINESS CONTINUITY PLANNING

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 HIGH	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 30 September 2011	September requested further information on proposal for a corporate review of BC. This recommendation will be addressed as part of the corporate review and as such this recommendation should be regarded as being completed.	Superseded
3	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. 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. HIGH	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	29 July 2011 30 September 2011	Report to SMT on 19 September requested further information on proposal for a corporate review of BC. This recommendation will be addressed as part of the corporate review and as such this recommendation should be regarded as being completed.	Superseded

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9	External Providers are not required to provide BCPs as part of the approval process. MEDIUM	The Council should consider whether there is a requirement to routinely obtain BCPs from external providers as part of the approval process	29 July 2011 30 September 2011	Report to SMT on 19 September requested further information on proposal for a corporate review of BC. This recommendation will be addressed as part of the corporate review and as such this recommendation should be regarded as being completed. Agreement now reached with CE to have a secondee into post to take forward BC review. This will form part of the review and therefore this action should be removed.	Superseded

DEPARTMENT DEVELOPMENT & INFRASTRUCTURE SERVICES
SERVICE EXECUTIVE DIRECTOR DEVELOPMENT & INFRASTRUCTURE SERVICES
REPORT NAME REVIEW OF ARGYLL AIR SERVICES

3	The current process for the tender for the PSO operation and the airport management operation have identified and accounted for the failures of the past and have developed an exemplar for future projects. MEDIUM	The project programme/plan should be amended for use as a template and incorporated as an Appendix within the Council Capital Programme Planning and Management Guide and Project Management Guidelines as an exemplar.	31 August 2011 31 October 2011 30 November 2011	Reassigned to Chair of Asset Management Strategic Board.	Delayed But Rescheduled
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