

Appendix 2

Recommendations Overdue 01 February – 31 May 2012

ACTION PLAN NO:	WEAKNESSES IDENTIFIED: GRADE:	AGREED ACTION:	DATES :	COMMENT/EXPLANATION:	PYRAMID: RESPONSIBLE OFFICER:
DEPARTMENT COMMUNITY SERVICES SERVICE ADULT CARE REPORT NAME REVIEW OF DEBTOR ACCOUNTS - DIRECT PAYMENTS					
4	At the close of the working party 57 of the cases identified as having anomalies had not been satisfactorily resolved. HIGH	The Service must address this situation as a matter of urgency. to ensure that the correct payments are being made to clients, that the direct payment are being used appropriately, the client's needs are being met and a that a direct payment is the most appropriate way to manage the clients care need.	31 March 2012 30 July 2012	Area Managers sending updates to Head of Service monthly. The present position is that from the 57 cases previously noted, out of a total of 120 DP cases at the end of February 2012, there are currently 11 cases outstanding where the review has started but has not been completed. The timescale for completing the remaining 11 is the end of June 2012. Further evidence has been supplied with progress being made on completion of the remaining few cases. Small number of cases remain and scheduled for completion by 30 July 2012.	Delayed but rescheduled Head of Adult Services - Community Services
SERVICE EXECUTIVE DIRECTOR COMMUNITY SERVICES REPORT NAME REVIEW OF BUSINESS CONTINUITY					
8	The business continuity exercise undertaken in 2008 did not cover the potential loss of a school building. HIGH	An exercise to assess the likelihood and consequences of the loss of a school should be commenced as soon as possible, and suitable plans drawn up to address the continuity implications identified by this exercise.	31 March 2012 31 December 2012	Completed exercise to assess the likelihood and consequences of the loss of a school. (attached evidence). On track to complete the second part of this recommendation by the end of June.	Delayed but rescheduled Executive Director of Community Services

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DEPARTMENT CUSTOMER SERVICES

SERVICE CUSTOMER & SUPPORT SERVICES REPORT NAME REVIEW OF TRAVEL AND SUBSISTENCE

6	Internal Audit notes that guidance to staff on the Council HUB states that when travelling on Council business the staff member requires to have a valid driving licence and insurance cover allowing business use when using their own car. The guidance also states that checks by nominated officers will be undertaken to ensure that both Driving Licences and Insurance details are current and cover appropriate.	Presently departments should ensure that staff who undertake business travel on behalf of the Council have a valid Driving Licence and appropriate Insurance cover.	30 April 2012 31 May 2012 30 June 2012 28 September 2012	Update May 2012 The reports have been developed but require to be Quality Assured by the Resourcelink team who advise that this will be completed by 30 June. Update June 2012 Quality Assurance failed due to technical issues with Cognos V10. New date of 28 September 2012.	Delayed but rescheduled Head of Customer and Support Services
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