

Recommendations Due 1 June – 31 July 2012

ACTION PLAN NO:	WEAKNESSES IDENTIFIED: GRADE:	AGREED ACTION:	DATES :	COMMENT/EXPLANATION:	PYRAMID: RESPONSIBLE OFFICER:
DEPARTMENT	CHIEF EXECUTIVE'S UNIT				
SERVICE	IMPROVEMENT & HR				
REPORT NAME	REVIEW OF RESOURCELINK				
5	<p>Absence Management</p> <p>From our discussions and testing there are some areas for further improvement to mitigate risks currently identified in the system, which include:</p> <ul style="list-style-type: none"> - there is duplication of data through multiple reports having to be run, which has led to inefficiencies, and further pressure on scarce resources, particularly staff time; - managers are not informed of employees meeting the triggers in the sickness policy and therefore cannot take action to support the employee as well as being able to make plans about workforce management; - there is a potential for further staff training in how to use the system, in particular Cognos 10, which may lead to further efficiencies; and - there is some duplication of processes between the absence operator and payroll operator which could lead to inefficiencies in the process. <p>MEDIUM</p>	<p>A review of the current processes in absence management should undertaken to ensure that the system and process are delivering the maximum efficiencies, therefore enabling the Council to meet its objectives.</p> <p>ACCEPTED - a new team is to be formed in July 2012 which will undertake a review of absence process, an action plan will be prepared as a result of this review.</p>	<p>31 July 2012</p> <p>31 December 2012</p>	<p>New teams have been formed under the new HR & Payroll transactions officer and she has undertaken a review of absence processes and will prepare an action plan for going forward.</p>	<p>Delayed but rescheduled</p> <p>Head of Improvement & HR</p>

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REPORT NAME REVIEW OF TRAVEL AND SUBSISTENCE

2	By September 2011 the total mileage claimed is 2,637,612 miles. This figure indicates that there is a possibility that this financial year the total mileage claimed will be in excess of both of the last 2 years. This raises concerns over sustainability. MEDIUM	Managers should be provided a monthly staff travel monitoring report, in order that they can better balance staff travel. Quarterly reports should be given to Executive Directors and their Heads of Service detailing the top 10 mileage claims for each quarter.	31 July 2012 31 October 2012	Will come under the remit of the development officer from October 2012 and she will make it a priority to source the reports.	Delayed but rescheduled Head of Improvement and HR (formerly Head of Customer and Support Services)
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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 that a direct payment is the most appropriate way to manage the clients care need.	31 March 2012 30 July 2012 30 September 2012 31 October 2012	One reported outstanding client	Delayed but rescheduled Head of Adult Services - Community Services
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SERVICE EXECUTIVE DIRECTOR COMMUNITY SERVICES

REPORT NAME REVIEW OF BUSINESS CONTINUITY

10	Although most plans relate to the loss of, and reinstatement of, a service, some, such as the loss of a residential home require an immediate and resource intensive response to the loss of the building itself. HIGH	Where the loss of an activity requires an immediate response and involves substantial resources, departmental recovery plans should be extended to include all the logistical actions necessary in the immediate aftermath of the event	30 June 2012 31 July 2012 31 August 2012 31 October 2012	Final amendments being made to CARP Plan for residential units. Data follow-up through Resource Worker – children & families and Executive Support Officer.	Delayed but rescheduled Executive Director of Community Services
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DEPARTMENT SERVICE REPORT NAME **DEVELOPMENT & INFRASTRUCTURE SERVICES**
ECONOMIC DEVELOPMENT
REVIEW OF FISH LANDING DUES AND OTHER HARBOUR INCOME

5	<p>With the role of Area Manager having been abolished there is no regular interaction between the Administration function and the Harbourmasters. In addition, there is no clear audit trail to demonstrate that data notified to Administration does result in an invoice being raised, or indeed that all additional invoices have been raised by the harbourmasters for berthing or landing fees due to the Council.</p> <p>MEDIUM</p>	<p>5.1 Consideration should be given to implementing a register of berthing at each port which would record if an invoice has been issued and paid locally or if data has been supplied to administration for them to raise an invoice. Data supplied to Administration should be supplied on pre-numbered forms so that a check can be carried out that all data has been received And there can be no potential revenue loss to the Council</p>	<p>31 July 2012 30 November 2012</p>	<p>This recommendation forms part of a wider project of marine income maximisation and one which warrants the development of a business case to address appropriate systems of berthing registration, including addressing the matter of un-manned landing slips.</p>	<p>Delayed but rescheduled Harbour Master/ Administration Officer</p>
5	<p>With the role of Area Manager having been abolished there is no regular interaction between the Administration function and the Harbourmasters. In addition, there is no clear audit trail to demonstrate that data notified to Administration does result in an invoice being raised, or indeed that all additional invoices have been raised by the harbourmasters for berthing or landing fees due to the Council.</p> <p>MEDIUM</p>	<p>5.2 Consideration should be given to providing the harbourmasters with details of all payment arrears arising at their port so that they can consider whether any berthing or landing restrictions should be applied to assist in the pursuit of debts.</p>	<p>31 July 2012 31 August 2012</p>	<p>Awaiting Evidence from Marine Operations Manager.</p>	<p>Evidence Required Harbour Master/ Administration Officer</p>

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6	The timber operator is continuing to get the maximum 55% discount on charges under a five year tiered agreement approved by the Strategic Policy Committee in March 2002. The continuation of this maximum discount arrangement, which conflicts with the approved tiered rate, has not been formally ratified by the Council, and is not being offered to other dry bulk commodities such as wind farm goods HIGH	The current discount arrangements being applied should be ratified by the Council at the earliest opportunity pending the preparation of a full business case	30 June 2012 30 April 2013	Following discussions with the Executive Director for D & I, it has been agreed that the discount arrangements should be agreed through the budget process in February 2013 for implementation in April 2013.	Delayed but rescheduled Director of Development and Infrastructure/Operations Manager Marine and Airports

SERVICE REPORT NAME **ROADS & AMENITY SERVICES
REVIEW OF FLEET MANAGEMENT**

2	Data Transfer It was found that data transfer between historic systems was incurring unnecessary administrative time, and increasing the risk of data entry error. Further there is no recorded formalised agreements between departments as to information requirements, resulting in additional queries and the associated administrative time to respond. MEDIUM	Management should work to agree the different data transfer requirements and update the data transfer inks to include cross departmentally agreed required information.	31 July 2012	IT and Finance colleagues are working on finalising the data transfer between Tranman and the Road's costing system	Delayed but not rescheduled Data Systems & Information Officer
3	3.2 Asset Management Fleet staff prepare weekly reports of vehicles, plant and machinery hires that are ongoing and those that have been returned. This information is readily available in the Tranman system in real time. We identified that staff are not routinely reviewing these reports to identify where savings could potentially be made. LOW	These reports highlight assets held by lease for long periods of time. It is recommended that these reports are reviewed on a regular basis to confirm that leasing the asset remains the most cost effective approach.	31 July 2012	Reports are sent weekly to managers. The report currently focuses on order number, hire date and return date, cost etc.	Evidence Required Streetscene Area Manager/ Data Systems & Information Officer

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3	<p>3.1 Asset Management Small items of machinery such as lawnmowers are not recorded in system. There is no formal register of these assets or their maintenance and fuel usage. There is a risk that tool and small plant are not being serviced, maintained and controlled in a safe or accountable manner. In addition, fleet staff prepare weekly reports of vehicles, plant and machinery hires that are ongoing and those that have been returned. This information is readily available I the Tranman system in real time. We identified that staff are not routinely reviewing these reports to identify where savings could potentially be made.</p> <p>LOW</p>	<p>Machinery and small plant items should be recorded and managed in the Tranman System in the same manner as fleet assets. This would allow the Council to monitor and report on the cost of the plant.</p>	<p>31 July 2012 30 September 2012</p>	<p>System is ready for adding these items of plant. Streetscene colleagues have completed an inventory of plant and equipment which will be added to the system over the next couple of months. It must me noted however that this is an interim measure pending the on-going redesign of the Streetscene service in relation to works specification, schedules and associated plant and equipment.</p>	<p>Delayed but rescheduled Streetscene Area Manager/Data Systems & Information Officer</p>