

# Recommendations Due for Completion 01 November 2013 – 31 January 2014

ACTION WEAKNESSES/GOOD PRACTICE: AGREED ACTION: DATES : COMMENT/EXPLANATION: PYRAMID:  
 PLAN NO: GRADE: RESPONSIBLE OFFICER:

## DEPARTMENT CHIEF EXECUTIVE'S UNIT

### SERVICE IMPROVEMENT & HR

#### REPORT NAME NATIONAL REPORT ON MANAGING PERFORMANCE: ARE YOU GETTING IT RIGHT?

13	An effective Council will ensure that councillors understand their role in all aspects of performance management and improvement. Performance Review and Scrutiny Committee established. Departmental and Council scorecards reported quarterly and available on website for public. Members provided with training on key aspects of performance management. <b>MEDIUM</b>	Members' PDPs. Review of development of Performance Review and Scrutiny Committee.	31 December 2012 31 December 2013 <b>31 March 2014</b>	Review of PRS Committee to take place Jan-Feb 2014 following change of PRS membership and to include preparation for development day.	<b>Delayed but rescheduled</b> Head of Improvement & HR
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## SERVICE STRATEGIC FINANCE

### REPORT NAME REVIEW OF GENERAL LEDGER

4	The duties and responsibilities of the General Ledger System Administrator are not clearly documented. <b>MEDIUM</b>	The role of GL System Administrator should be clarified and documented.	30 September 2013 31 December 2013 <b>28 February 2014</b>	This will be carried out as part of the preparation of the move to the updated version of Oracle. Will be updated following completion of Oracle R12 upgrade.	<b>Delayed but rescheduled</b> Finance Manager, Corporate Support
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## REPORT NAME REVIEW OF TREASURY MANAGEMENT

2	The Council's Constitution includes Treasury Management regulations within Part D, Financial Regulations, although this document requires review and update to reflect recent changes within the Council. <b>MEDIUM</b>	The Financial Regulations should be updated to reflect changes to Council committee roles and responsibilities implemented during 2012.	31 May 2013 31 December 2013 <b>31 March 2014</b>	Treasury Management section of Financial Regulations updated and ready to go to Council. Annual timescale for changes to Constitution in line with review of PMA.	<b>Delayed but rescheduled</b> Head of Strategic Finance
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**DEPARTMENT CUSTOMER SERVICES**

**SERVICE CUSTOMER & SUPPORT SERVICES**

**REPORT NAME AUDIT SCOTLAND REVIEW OF ICT SERVICE 2011/12**

3	<p>Implementing a standard for service management is an important step in delivering process improvement going forward.</p> <p>Risk: without the adoption of standards it is possible that an effective service will not be provided.</p> <p><b>MEDIUM</b></p>	<p>Initial ITIL foundation training has been completed and a full ITIL Implementation will occur throughout 2013</p>	<p>31 December 2013 <b>31 March 2014</b></p>	<p>PSN remediation work has impacted on timescales. Project completion delayed by 3 months to 31 March 2014</p>	<p><b>Delayed but rescheduled</b> IT Production Manager</p>
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**SERVICE FACILITY SERVICES**

**REPORT NAME NATIONAL REPORT ON MAJOR CAPITAL INVESTMENT IN COUNCILS**

5	<p>Councils should improve the quality of capital project and programme information that is routinely provided to elected members.</p> <p>Information should cover:</p> <ul style="list-style-type: none"> <li>– annual financial performance against the capital budget</li> <li>– project and programme level performance against cost, time and scope targets</li> <li>– risk reporting (including identification, likelihood, financial impact and actions taken)</li> <li>– an assessment of intended and realised benefits.</li> </ul> <p><b>MEDIUM</b></p>	<p>The content of the capital monitoring information provided to members covers information on financial, project and programme performance. An assessment of the risks is carried out and the implications are included in the information provided above but not separately reported.</p> <p>No information is provided on the realisation of benefits.</p> <p>Amendments will be made to the reporting to members to include specific information on risks and benefits realisation.</p>	<p>31 January 2014 <b>31 March 2014</b></p>	<p>Work has been carried out to address these matters and the response will now be fully implemented within the revised reporting on capital monitoring in 2014/15</p> <p>This will be implemented from the beginning of the 2014/2015 capital monitoring regime.</p>	<p><b>Delayed but rescheduled</b> Head of Facility Services</p>
8	<p>Councils should improve how they manage risk and report on programme-level risk to members. Reports should provide details on the likelihood of risks occurring, potential impact and what proposals are in place to lessen the impact of risk.</p> <p><b>MEDIUM</b></p>	<p>This will be incorporated into the reporting to members in terms of capital monitoring and the papers on the capital programme preparation.</p>	<p>31 January 2014 <b>31 March 2014</b></p>	<p>Work has been carried out to address these matters and the response will now be fully implemented within the revised reporting on capital monitoring in 2014/15</p> <p>This will be implemented from the beginning of the 2014/2015 capital monitoring regime.</p>	<p><b>Delayed but rescheduled</b> Head of Facility Services</p>

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**DEPARTMENT SERVICE REPORT NAME**     **DEVELOPMENT & INFRASTRUCTURE SERVICES**  
**ECONOMIC DEVELOPMENT**  
**REVIEW OF LEADER FUNDING - ANNUAL CERTIFICATION**

1	<p>The secretariat function delivered by the Lead Partner records in hardcopy all applications, claims and correspondence regarding each project. Each project involves a substantial amount of paper which can be onerous as regards control measures and as a result could lead to errors occurring. The consequence of errors being found in any claim irrespective of the financial amount can lead to substantial fines from the European Union</p> <p><b>MEDIUM</b></p>	<p>The purchase of Document Management system software should be considered and discussed with the Scottish Government/Audit Scotland. This is timely as measures are being put in place currently to develop appropriate systems and software for the delivery of the LEADER programme, 2014-2020.</p>	<p>16 December 2013  <b>31 October 2014</b></p>	<p>Incorrect date provided initially. Economic Development are bound by the proposed Scottish Government Timetable to introduce the Document Management Systems.</p>	<p><b>Delayed but rescheduled</b>  Economic Development  Manager</p>
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<b>SERVICE REPORT NAME</b>	<b>PLANNING &amp; REGULATORY SERVICES NATIONAL REPORT ON PROTECTING CONSUMERS</b>
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4	<p>Has the Council developed a clear direction for the future of their consumer protection services and satisfy themselves that they are allocating resources where they are most effective and in a way that reflects the risks, national and local priorities and the needs of local communities</p> <p><b>MEDIUM</b></p>	<p>Consumer protection service redesigned and public now have access to Civil advice issued by national agencies.</p> <p>Improvements to our website and the Customer Service Centre allow redirection to appropriate advice services.</p> <p>National and local priorities are included in the trading standards Service plan</p> <p>Actions: We are to undertake a review of the local and national civil advice arrangements in Argyll and Bute to determine whether they meet the needs of the consumer and are effective.</p>	<p>31 December 2013 <b>31 March 2014</b></p>	<p>The pilot in conjunction with our trading standards team, ABCAB and Bute Advice Centre to provide Stage 2 civil advice was extended to the 31<sup>st</sup> December 2013 and has been evaluated. The demand was minimal and we have agreed with ABCAB to continue with the new arrangements for 14-15. This Stage 2 civil advice to consumers in ABC</p>	<p>When seeking clarity of dates it was established that this is now <b>Completed</b> appropriately</p>
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