

APPENDIX 2

Recommendations Overdue 31 October 2014

ACTION PLAN NO:	WEAKNESSES/GOOD PRACTICE: GRADE:	AGREED ACTION:	DATES :	COMMENT/EXPLANATION:	PYRAMID: RESPONSIBLE OFFICER:
DEPARTMENT	CUSTOMER SERVICES				
SERVICE	IMPROVEMENT & HR				
REPORT NAME	<u>REVIEW OF STATUTORY PERFORMANCE INDICATORS (SPIS) 2012/13</u>				
1	Internal Audit found that data supplied to SPI co-ordinators with regard to absence figures did not agree back to working papers. MEDIUM	The Improvement Service has confirmed that councils must continue to submit data for the small number of former SPIS that are included in the Local Government Benchmarking Framework. Those Services that are required to submit data should continue to work with Internal Audit so that working papers comply with the Accounts Commission's Direction to ensure accuracy before submission to the Improvement Service.	30 August 2014		Superseded Head of Improvement & HR (co-ordinate returns to IS)

DEPARTMENT	DEVELOPMENT & INFRASTRUCTURE SERVICES
SERVICE	ROADS & AMENITY SERVICES
REPORT NAME	<u>REVIEW OF CREMATORIUM 2014/15</u>

1	A service manual detailing procedures for all aspects of the service has yet to be completed. MEDIUM	Complete and issue service manual	31 October 2014 31 January 2015	The crematorium is undergoing a BPR exercise which will feed into the new manual that is under development.	Delayed but rescheduled Crematorium Superintendent and Service Officer – Grounds & Horticulture
---	--	-----------------------------------	------------------------------------	---	---