

Appendix 2

Recommendations Overdue 31 January 2015

ACTION PLAN NO:	WEAKNESSES/GOOD PRACTICE: GRADE:	AGREED ACTION:	DATES :	COMMENT/EXPLANATION:	PYRAMID: RESPONSIBLE OFFICER:
<p>DEPARTMENT CUSTOMER SERVICES SERVICE CUSTOMER & SUPPORT SERVICES REPORT NAME <u>REVIEW OF PROCUREMENT 2013-14</u></p>					
2	The MEAT (Most Economic Advantageous Tender) criteria, where both price and quality is taken into account will be required for all tenders once the procurement reform bill becomes law. Departments should be working with their procurement officer to prepare for this major change in procurement processes. MEDIUM	Procurement to ensure all relevant tenders have MEAT criteria contained within them	31 December 2014 31 March 2015	Vendor rating system is up and running in facility service and meat criteria is now being used in both facility services closed tenders and roads and amenity d & I services.	Delayed but rescheduled Procurement and Commissioning Manager and all relevant 3rd Team managers
<p>DEPARTMENT DEVELOPMENT & INFRASTRUCTURE SERVICES SERVICE ROADS & AMENITY SERVICES REPORT NAME <u>REVIEW OF CREMATORIUM 2014/15</u></p>					
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 31 March 2015	There has been no further movement on this action point due to service demand requirements over the festive period and resourcing issues arising from sickness absence.	Delayed but rescheduled Crematorium Superintendent and Service Officer – Grounds & Horticulture

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2	<p>Indications from the Scottish Gov are that from April 2015 there will no longer be a requirement for a medical referee to authorise cremation. Final documentation has yet to be agreed between the FBCA and ICCM causing concern to crematorium staff.</p> <p>MEDIUM</p>	<p>Continue to monitor advice from Scottish Govmt, FBCA and ICCM. Argyll & Bute Council (ABC) procedures may need to be amended to take account of these changes.</p> <p>Outcome from national meetings in October 2014 and January 2015 will be monitored for further guidance.</p>	<p>31 January 2015 30 April 2015</p>	<p>Pending outcome of National forum discussions, scheduled for 12 Feb 2015.</p>	<p>Delayed but rescheduled Crematorium Superintendent in consultation with Legal Services.</p>
12	<p>Management has not explored the use of the Customer Service Centre to aid the administration of payments and enquiries.</p> <p>LOW</p>	<p>Meeting to be arranged to explore.</p>	<p>31 December 2014 31 March 2015</p>	<p>There has been no further movement on this action point due to service demand requirements over the festive period and resourcing issues arising from sickness absence.</p>	<p>Delayed but rescheduled Streetscene Area Manager and Crematorium Superintendent</p>