

Significant Issues Action Plan

Review 20th December 2013

Control issue	Action	Deadline as per AGS	Planned	Progress	Lead officer
Business Continuity Testing	To review, develop and test ICT Business Continuity Plan to ensure that it is robust enough to mitigate the identified risks for the Council and its partner organisations	March 2014	Deliver ICT Business Continuity back up arrangements through ICT shared service with FoDDC that have been tried and tested.	<ol style="list-style-type: none"> 1. BCP project endorsed by Exec Board. Corporate BCP reviewed 2. All but one Service CP reviewed and updated 3. Back up servers relocated to FoDDC 4. Ongoing discussions regarding reciprocal BC arrangements 5. Testing of Elections business systems planned for September 6. Joint mtgs with FoDDC taken place. On site testing took place on the 4th and 10th September which were successful. 7. Issue considered closed November 2013 BC testing will continue with FoDDC and relevant service managers 	Director of Resources

Control issue	Action	Deadline as per AGS	Planned	Progress	Lead officer
Safeguarding Children and Vulnerable Adults	<ol style="list-style-type: none"> 1. Review of operational processes related to maintaining a register which identifies the training needs that relate to child protection and safeguarding for each appropriate post in the Council. 2. Hold a register of acknowledgements from all employees, casual staff, volunteers and elected members that they have read and understood the Safeguarding Children and Vulnerable Adults handbook. 	March 2014	The Learning and organisational Development Team will upload the suitable declarations to the Learning gateway and the appropriate declaration for the 'level' of training needed by each member of staff will be added to their development plans by the service manager	<p>S&EM is arranging a meeting with GOSS HR to consider and agree on an effective process.</p> <p>Meeting took place 4/9/13 where it was agreed that a log of all safeguarding training undertaken by their staff, since 2009, will be issued. L&D Manager and Partnership Officer to all service managers with a request for them to identify where there are gaps in training provision. By 1/10/13 Service Managers given 4 weeks to complete</p> <p>The Learning and Organisational Development Team to devise a declaration process to ensure that all staff read and</p>	Strategy and Engagement Manager

Control issue	Action	Deadline as per AGS	Planned	Progress	Lead officer
				<p>understand the Safeguarding Children and Vulnerable Adults handbook.</p> <ul style="list-style-type: none"> • Training records being collated by HR before being circulated to Service Managers. • Flipbook of the policy drafted to assist with training • Officers confident that March deadline will be met 	
GO Shared Services	There were limited assurance reports issued for key systems within the GO Shared Service. Action Plans to address these weaknesses have been created.	March 2014	A follow-up review will be conducted by Internal Audit in 2013/14 as part of the annual review work. Progress will be managed by the Client Officer Group and any issues relating to Cheltenham will be reported to Audit Committee in March	The audit assurance results have been notified to the GO COG and highlighted in the GOSS annual report summarising performance for the JMLG. Significant progress has been made in all areas including improvements to payroll resilience and addressing the	Client officer GO Shared Services

Control issue	Action	Deadline as per AGS	Planned	Progress	Lead officer
				processing backlog within the Accounts payable team and the change in policy to payment at 'processing date' rather than 'due date' which have improved the turnaround of payment processing times.	
ICT Service	There was an investigation into weaknesses in the control framework in ICT which was reported to Audit Committee. An action plan to address these weaknesses has been created.	March 2014	Progress will be managed by the Client Officer Group and any issues relating to Cheltenham will be reported to Audit Committee in March	<p>Progress has been made in the key actions including:</p> <ul style="list-style-type: none"> - Removable media policy have been approved and rolled out and other Key policies are under review. - The council has passed the harder 'zero tolerance' test for Public Service Networks compliance. - Corporate lockdown software has been deployed and business cases submitted for areas of the business requiring access to approved devices. - FOD patch 	Client officer ICT Service

Control issue	Action	Deadline as per AGS	Planned	Progress	Lead officer
				management procedures have been introduced. - New anti virus software rollout out and monitored. - Commencement of the infrastructure upgrade strategy which will address the underlying lack of investment in ICT and many of the key actions identified.	