

Significant issues action plan – Review 1st March 2013

Control issue and source	Action	Deadline as per AGS	Action planned and undertaken by 1/3/2013	Position	Lead officer
<p>Matters identified by Internal Audit</p> <ul style="list-style-type: none"> Building Control Shared Service Reporting – August 2011 	<p>Proposed actions for meeting the requirements as set out in the Shared Service Agreement are being managed.</p>	<p>April 2012</p>	<p>Building Control Manager confirmed that all identified actions within the Internal Audit report have been addressed and are being managed by the Building Control Team and Client Officer arrangements. Monitoring of the SSA is through the Joint Monitoring Liaison Group.</p>	<p>Met</p>	<p>Head of Building Control</p>
<ul style="list-style-type: none"> Registration of Interests, Gifts & Hospitality – October 2011 	<p>Process implemented for ensuring Registers of Interests are properly maintained</p> <p>A revised Employee Code of Conduct will be issued.</p>	<p>June 2012</p> <p>July 2012</p>	<p>The revised Employee Code of Conduct was approved by Council in March 2012 and supporting policies have been aligned to ensure continuity.</p> <p>The revised Employee Code of Conduct was issued to all employees July 2012 which will include revised process and guidance in respect of Registration of Interests, Gifts & Hospitality</p> <p>August/September Briefing given to Service Managers/Intranet article and email to all Directors/Service Managers reminding them of their responsibility and the new procedure.</p>	<p>Met</p> <p>Met</p>	<p>GOSS HR Manager</p> <p>Governance, Risk And Compliance Officer</p>
<ul style="list-style-type: none"> Payroll – January 2012 	<p>Payroll resilience issues are being managed via the GO Shared Services. Ongoing operational issues to be</p>	<p>October 2012</p>	<p>Payroll staff TUPE transferred to Cotswold DC 1st April 2012 which aims to address the reconciliation and reliance issues. The May 2012 payroll was successful using the new Agresso system. All other on-going operational issues will be overseen by the Client Officer</p>	<p>Met</p> <p>(Responsibility for payroll with Go)</p>	<p>GO Client Officer</p>

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	overseen by the GO Client Officer.		<p>12/06/2012 HR Manager returned. Civica interface working. Self serve to be rolled out in September (payslips view June).</p> <p>07/09/12 Self service roll out for ERP system at CBC agreed as from 1/4/2013. Day to day delivery does not appear impacted currently, however resources have to be carefully managed.</p> <p>Progress being monitored through CRR by SLT</p>		
<ul style="list-style-type: none"> Refuse & recycling stock control– November 2011 	Stock and procurement controls are being managed by Ubico Ltd and CBC management.	May 2012	<p>1. The database of bins issued was cleansed prior to handover to customer services and is now considered to be accurate and work satisfactorily by the Customer and Support Services Manager. Management reports available providing appropriate information for maintaining an accurate record of renewals and new issues along with recovery of bins no longer required.</p> <p>2. The Customer and Support Services Manager has taken on responsibility for income monitoring on garden waste.</p> <p>3. Responsibility for stock control of the large number of bins held at the depot is being taken on by Ubico and work has already been done to secure the stock of new bins in a locked compound at the depot. Stock check has been undertaken and control records are being developed</p> <p>4. It was agreed that a check of bins being emptied against the database of those paid for by the green waste collection team would be undertaken to ensure only those bins paid for were being emptied (and to return any others to stock). The Managing Director,</p>	<p>Met</p> <p>Met</p> <p>Met</p> <p>Met</p>	Ubico Ltd & CBC Management

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			<p>Ubico has delayed this check whilst the new arrangements have bedded themselves in, but has stated that he intends to pick this up starting in June.</p> <p>5. Physical issue of new bins and recovery of those no longer required or paid for is the responsibility of Ubico (based on information provided via the database and customer services).</p> <p>6. Garden bags have been introduced for some roads where appropriate. The Customer and Support Services Manager is maintaining a spreadsheet of households and also monitoring income against this.</p>	<p>Met</p> <p>Met</p>	
<p>Matters identified through the Assurance Review</p> <ul style="list-style-type: none"> Compliance with Equalities Regulations 	<p>Review and revise report writing as necessary to ensure that legislative and policy requirements relating to equality are embedded within the decision making processes.</p>	<p>March 2013</p>	<p>Corporate objectives have been identified within the Corporate Strategy.</p> <p>Report writing template has been revised to include Equality.</p> <p>Training needs will be identified and delivered by the Partnership Officer Children & Young People</p>	<p>Met</p>	<p>Director of Commissioning</p>

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<ul style="list-style-type: none"> 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 2013	<p>Internal project group set up to identify and risk access event scenarios. Events will be prioritised and an action plan for delivering a robust and sustainable BCP by 2013 will be considered by SLT in September 2012</p> <p>Event scenarios identified and risk assessed. SLT approved additional resources for risk mitigation.</p> <p>September SLT requested additional briefing for October meeting on BCP following recent Power outages. ICT business continuity team continue to meet risk access and review identified events. These are considered along with the Corporate BCP.</p> <p>ICT Infrastructure Upgrade Strategy to Cabinet 11/12/2012 that takes into account recent events such power outage and virus attack in relation to supporting service provision to CBC and partner organisations. This approach considers all foreseeable events affecting ICT BCP including antivirus software, hardware and infrastructure and site location in relation backup facilities.</p> <p>SLT agreed December 2012 that there should be a reciprocal ICT BCP between FoDDC and CBC. Initial meeting taken place between. Director of Resources and the ICT Manager to scope out project delivery objectives and outcomes. ICT Manager to action plan by 6/2/13 to deliver new arrangements by 1/6/13.</p>	Deadline amended to reflect new arrangements with FoDDC	Director of Resources

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<ul style="list-style-type: none"> Safeguarding Children and Vulnerable Adults 	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.	December 2012	<p>A review of the operational processes has commenced involving the Strategic & Engagement Manager and Learning & Organisational Development team.</p> <p>Revised process documents and training will be delivered to affected staff by the deadline.</p> <p>Meeting arranged 26th September to identify any additional training needs and the best provider of that training, and to develop a process for combining CBC and GCC training records.</p> <p>GOSS HR preparing update for Members on Safeguarding and Vulnerable Adults Target 1st December.</p>	On Target	Strategy and Engagement Manager