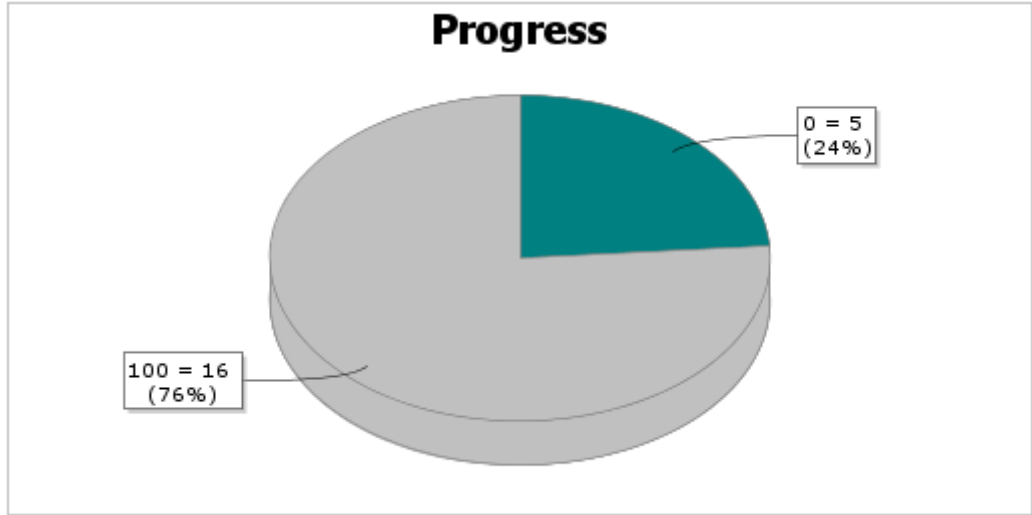


Appendix 2: Implementation of Agreed Management Actions 2019/20 Quarter 2 - Further Implementation Reviews



Page 133

Audit Recommendation Code & Title	Recommendation	Audit Recommendation Status	Recommendation Priority	Recommendation Progress	Reason Not Implemented	Revised Date for Implementation
1718 HSG 1.01 Recharge Procedure	The procedure is relevantly reviewed and updated and the review is documented.	?	Medium Priority	0%	Staffing Resources – Temporary	31-Mar-2020
1718 HSG 1.02 Income Management Policy	a) Officers ensure the policy document is finalised and presented in the corporate policy format. The document should clearly detail who is responsible for the policy.	?	Medium Priority	0%	Staffing Resources – Temporary	31-Mar-2020

Audit Recommendation Code & Title	Recommendation	Audit Recommendation Status	Recommendation Priority	Recommendation Progress	Reason Not Implemented	Revised Date for Implementation
	b) A community impact assessment is completed for the policy and attached to the document.					
1819 TIC 5.01 Tell Us Policy	The policy is relevantly reviewed and updated, in line with staff changes.	?	Medium Priority	0%	Staffing Resources – Temporary	31-Dec-2019
1819 TIC 5.02 Performance Data	Performance data relating to complaints is collected, recorded on Pentana and reported in line with policy.	?	Medium Priority	0%	Staffing Resources – Temporary	31-Dec-2019
1819 TIC 5.03 Complaint/Compliment Monitoring	a) Responsibility for monitoring the complaints & compliments received is relevantly assigned.	?	Medium Priority	0%	Staffing Resources – Temporary	31-Mar-2020
	b) A review of the reports within the CRM system is carried out to identify what is available and relevant.					
	c) Relevant reports are generated and circulated on a regular basis, for example to advise of the number and type of complaints in each area, any complaints which are due/overdue a response, etc.					

This page is intentionally left blank