

APPENDIX 3

Action plan arising from the AGS 11/12 assurance process



Report Type: Actions Report
Report Author: Angela Struthers
Generated on: 20 June 2012

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS1 1112 AC	Valuation & Impairment Reports	2		<div style="width: 80%; background-color: #4f81bd; color: white; text-align: center;">80%</div>	30-Jun-2012		Stefan Garner
Description	The Council should ensure that all signed valuation and impairment reports are provided at the beginning of the audit						
Desired Outcome	A signed valuation and impairment report will be provided at the beginning of the Audit.						
All Notes							

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS2 1112 AC	Component Accounting	2		<div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div>	12-Jun-2012	12-Jun-2012	Stefan Garner
Description	The Council should annually review whether the application of component accounting would make a material difference to the estimated depreciation charge to the accounts.						
Desired Outcome	An annual review will be completed in liaison with the external auditors at audit planning meetings.						
All Notes							

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS3 1112 AC	Financial Monitoring	1		<div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div>	12-Jun-2012	12-Jun-2012	Stefan Garner
Description	The Council should continue vigorous monitoring and scrutiny of its financial position to ensure the savings plan can be delivered with the planned use of reserves; and that there is no impact on the quality and range of services provided.						
Desired Outcome	Continual monthly monitoring in place						
All Notes							

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Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS4 1112 AC	H &CT Subsidy Claims Administration	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	12-Jun-2012	12-Jun-2012	Karen Taylor
Description	Ensure the controls put in place to mitigate the risk of similar errors arising in Housing and Council Tax subsidy claims administration are effective.						
Desired Outcome	Review to be undertaken of the impact of extra quality checking of claims processing						
All Notes							

Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS5 1112 MA	Internal Audit Recommendations	2		<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px; width: 0%;"></div></div> 0%	31-Mar-2013		Tina Mustafa
Description	-- enter action details here --						
Desired Outcome	Progress and track existing Internal Audit Recommendations						
All Notes							

Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS6 1112 MA	Business Continuity	2		<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px; width: 0%;"></div></div> 0%	31-Mar-2013		Tina Mustafa
Description	Business Continuity plans need to be tested and reviewed on a regular basis						
Desired Outcome	Review of Business Continuity to be undertaken						
All Notes							

Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS7 1112 PR	PDR's	2		<div style="width: 20%;"><div style="background-color: #4f81bd; height: 10px; width: 20%;"></div></div> 20%	30-Jun-2012		Stefan Garner
Description	PDR's have not been completed for all staff within Finance						
Desired Outcome	PDR's to be completed for Finance staff						
All Notes							

Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS8 1112 MA	Procedures and Controls	2		<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px; width: 0%;"></div></div> 0%	31-Aug-2012		Paul Weston
Description	Process, procedures and controls for Capital Works Programme require complete overhaul to reflect the contracts and method of operation. Capital Programme due to commence June 2012						

Desired Outcome	Revise documented procedures and controls in line with new process
All Notes	

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS9 1112 MA	HR Policies	2		<input type="text" value="0%"/>	30-Jun-2012		Christie Tims
Description	Not all HR Policies are up to date						
Desired Outcome	Finalisation and publication of key policies. Review programme following audit						
All Notes							

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IARAGS10 1112 MA	Volunteers	2		<input type="text" value="0%"/>	30-Jun-2012		Christie Tims
Description	Volunteers Policy requires finalisation and training has not been provided						
Desired Outcome	Following the Volunteers audit, the policy will be finalised and training delivered so that the website can be published						
All Notes							

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IARAGS11 1112 MA	Partnerships roles and responsibilities	2		<input type="text" value="0%"/>	30-Jun-2012		Christie Tims
Description	Roles and responsibilities need to be reviewed with regard to the LGPS						
Desired Outcome	Review of procedures and agreement with the LGPS. Update risks and agree mechanisms						
All Notes							

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IARAGS12 1112 PR	Satisfaction Survey	3		<input type="text" value="0%"/>	31-Mar-2013		Jane Hackett
Description	Satisfaction surveys are not issued to service users of Member Services and Legal Services						
Desired Outcome	A satisfaction survey to be completed for user of Member and Legal Services						
All Notes							

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Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IARAGS13 1112 PR	Succession Planning	2		<input type="text" value="0%"/>	31-Mar-2013		Anica Goodwin
Description	Career structures are not in place for officers and members to encourage participation and development						
Desired Outcome	Succession planning to be discussed with the Head of Organisational Development						
All Notes	Angela Struthers 13-Jun-2012 Birmingham City Council are sharing their training solution for talent management and succession planning. to be completed September 2012						

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IARAGS14 1112 PR	Community Engagement	2		<input type="text" value="50%"/>	31-Dec-2012		John Day
Description	Improve insight about customer/residents needs by developing solutions with partners/neighbouring authorities						
Desired Outcome	Council's Insight Strategy to be developed						
All Notes	Angela Struthers 12-Jun-2012 The development of a Customer Insight strategy will follow and be produced by September/October 2012. Mosaic data purchased in October 2011. The data has been used to inform some projects i.e. Customer Services Communications, Mucky Pup campaign, 4 localities, Tinkers Green/Kerria demographics, Tamworth Castle, electoral registration.						

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IARAGS15 1112 PR	Business Continuity	2		<input type="text" value="60%"/>	31-Mar-2013		Jane Eason
Description	Business continuity plans are not tested on a regular basis within PR and Communications						
Desired Outcome	Test to ensure that web continuity can be maintained by remote update by TBC and Unified/Alterian						
All Notes	Angela Struthers 12-Jun-2012 Currently we cannot update the website remotely. We can currently contact Unified to make a change for us out of hours however there is a cost associated to doing this, based on their day rate of £900. Our solution to this for non priority remote updates is to update the website homepage via twitter and directly to the blog via a number of platforms, including phones and tablets. Remote access will be a key feature of the new website, which is a corporate project and now underway.						

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IARAGS16 1112 PR	Customer Satisfaction	3		<input type="text" value="0%"/>	31-Mar-2013		Jane Eason
Description	Satisfaction surveys are not issued to service users of Public Relations						

Desired Outcome	Customer satisfaction monitoring mechanism with PR service to be implemented
All Notes	Angela Struthers 12-Jun-2012 This has not been completed. It is hoped to be carried out by October 2012 in conjunction with the new cabinet role on reputation and engagement.

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

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