

Action plan arising from the AGS 1011 process - update June 2012

Report Type: Actions Report
Report Author: Angela Struthers
Generated on: 18 June 2012



Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS1 1011	Medium Term Financial Strategy	1		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	29-Feb-2012	06-Jun-2012	Stefan Garner
Description	Keep the medium term financial strategy under continuous review to ensure it addresses the changing economic circumstances						
Desired Outcome	The Medium Term Financial Strategy is under continuous review to take account of current circumstances and that planned savings are implemented/achieved						
All Notes	Stefan Garner 06-Jun-2012 Quarter 4 financial healthcheck reported to Cabinet 13 June 2012 / MTFS approved by Council on 28 February 2012						
	Stefan Garner 16-Apr-2012 Quarter 2 financial healthcheck reported to Cabinet 23 November 2011 / Updated 5 year budget considered by CMT/BRG/Cabinet 23 November 2011						
	Stefan Garner 16-Apr-2012 Quarter 3 financial healthcheck reported to Cabinet 22 February 2012 / Updated MTFS approved by Council 28 February 2012						
	Stefan Garner 08-Sep-2011 Quarter 1 financial healthcheck reported to Cabinet 21 September 2011 / Updated high level MTFS considered by CMT/BRG 15 September 2011						

Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS10a 1011	Satisfaction Survey	3		<div style="width: 0%;"><div style="background-color: #ccc; height: 10px; width: 0%;"></div></div> 0%	31-Jan-2013		Jane Hackett
Description	Satisfaction surveys are not issued to service users of Member Services and Legal Services						
Desired Outcome	Satisfaction surveys to be completed for users of Member Services and Legal Services.						
All Notes	Angela Struthers 11-Jun-2012 Postponed until January 2013						

Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS10b 1011	Satisfaction Survey	3		<div style="width: 0%;"><div style="background-color: #ccc; height: 10px; width: 0%;"></div></div> 0%	30-Oct-2012		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						

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All Notes	Jane Eason 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.
	Jane Eason 13-Sep-2011 The survey will be put back until January as since the departure of the P&CR Head of Service we have changed some of our processes and want to give these time to bed in before testing satisfaction of our users/

Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS11a 1011	Business Continuity	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 100%	31-Oct-2011	11-Jun-2012	Jane Hackett
Description	Business continuity plans are not tested on a regular basis within Democratic Services						
Desired Outcome	Business Continuity testing to be completed						
All Notes	Angela Struthers 13-Sep-2011 Work is progressing in this area - plans to be tested by 31/10/11						

Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS11b 1011	Business Continuity	2		<div style="width: 60%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 60%	31-Dec-2011		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	<p>Jane Eason 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.</p> <p>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.</p>						

Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS12 1011	Asset Inventory	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 100%	31-Dec-2011	13-Sep-2011	Jane Hackett
Description	An asset inventory is not maintained within Legal and Democratic Services.						
Desired Outcome	Asset inventory to be completed.						
All Notes							

Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS13a 1011	PDR's	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 100%	30-Nov-2011	17-Apr-2012	Anica Goodwin
Description	PDR's are have not been completed for those with direct report to the Assistant Chief Executive.						

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Desired Outcome	To complete PDR's
All Notes	Anica Goodwin 17-Apr-2012 Jane Hackett PDR completed Oct 2011
	Anica Goodwin 17-Apr-2012 Tracey Yeomans PDR completed 1 nov 2011
	Anica Goodwin 17-Apr-2012 Christie Tims pdr completed 17 oct 2011
	Anica Goodwin 17-Apr-2012 Jane Eason PDR completed 17 oct 2011
	Anica Goodwin 17-Apr-2012 John Day PDR completed 18 Oct 2011
	Angela Struthers 12-Sep-2011 ACE PDR completed 4/8/11 - Heads of Service to be completed by 30/11/11

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS13b 1011	PDR's	2		<div style="width: 20%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 20%	30-Sep-2011		Stefan Garner
Description	PDR's have not been completed for all staff within Finance, Exchequer & Revenues						
Desired Outcome	To complete PDR's						
All Notes	Stefan Garner 17-Apr-2012 PDRs to be scheduled for late June 2012						
	Stefan Garner 15-Sep-2011 Managers PDRs within Revenues have been completed - remaining to cascade during October. Corporate Finance & Exchequer Managers / Staff PDRs to be completed during October following Deputy Director's PDR scheduled for 27 September 2011.						


Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS14 1011	Performance Management	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 100%	31-Dec-2011	05-Jan-2012	John Day; Jane Eason
Description	Performance measure are not defined and implemented within the PR & Communication Service.						
Desired Outcome	Performance measure to be defined and implemented						
All Notes	John Day 05-Jan-2012 Performance measures defined and recorded on Covalent for Performance and Consultation.						


Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS15 1011	Partnerships	2		<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 0%	31-Aug-2011		John Day; Jane Eason
Description	Partnerships are not reviewed to Partnership Guidance Policy within the PR & Communication Service.						
Desired Outcome	Review partnership working in line with Partnership Guidance Policy.						
All Notes	Angela Struthers 12-Sep-2011 There are currently no partnerships within PR & Communications Service						


Action Code	Action Title	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
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IAR AGS16	Project Management	Priority	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	06-Jul-2011	06-Jul-2011	Jane Eason
Description	Not all senior staff trained in Steps to Success training within the PR & Communication Service.							
Desired Outcome	Steps to Success training to be arranged for Senior PR Officer.							
All Notes								


Action Code	Action Title	Priority		Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS17 1011	Agreed Management Actions	Priority	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2012	18-Apr-2012	Sarah McGrandle; Paul Weston
Description	Improvements required as noted in the agreed management actions identified from internal audit reports within the Asset Management and Environmental Management Services.							
Desired Outcome	Services Managers to implement agreed management actions identified from internal audit reports.							
All Notes								


Action Code	Action Title	Priority		Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS18 1011	Succession Planning	Priority	2		<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px; width: 0%;"></div></div> 0%	31-Mar-2012		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
IAR AGS19 1011	Community Engagement	Priority	2		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 50%;"></div></div> 50%	31-Mar-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	John Day 03-Apr-2012 The development of a Customer Insight strategy will follow and be produced by September/October 2012. John Day 19-Mar-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. Angela Struthers 06-Jul-2011 Partially completed – Acorn software has been purchased with Staffs Connects Partnership for Insight purposes.							


Action Code	Action Title	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
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IAR AGS2 1011	Shared Services	Priority	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2012	06-Jun-2012	Corporate Management Team
Description	Assess the opportunities for closer working with neighbouring Councils, including shared staff and services where appropriate.							
Desired Outcome	Part of an on-going process of delivering efficiencies and improving service transformation.							
All Notes	Angela Struthers 06-Jun-2012 This is a continuous process							
	Angela Struthers 12-Sep-2011 This is part of a continuous on-going process of delivering efficiencies and improving services. Projects underway include Transforming Tamworth, Service Reviews which should highlight any potential areas for working with others/good practice areas etc. Due date moved to reflect on-going process							


Action Code	Action Title	Priority		Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS20 1011	Procurement Manual	Priority	2		<div style="width: 30%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 30%	31-Mar-2012		David Onion
Description	Procurement manual requires revision and to be available to staff.							
Desired Outcome	The Procurement Manual to be revised and made available on the Intranet							
All Notes	Angela Struthers 06-Jun-2012 The requirement for a procurement manual is no longer required due to the amended financial guidance (to be approved by Audit & Governance Committee in Sept 2012) and guidance notes to be placed on the intranet							
	Angela Struthers 06-Jul-2011 Some work has been completed as part of the review of Financial Guidance							


Action Code	Action Title	Priority		Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS21 1011	Councillor Training and Development	Priority	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2012	17-Apr-2012	Zoe Blake
Description	There is no training and development programme for Councillors.							
Desired Outcome	A training and development programme for Councillors to be devised and rolled out.							
All Notes	Zoe Blake 17-Apr-2012 meetings have taken place with the leader of the council and opposition throughout the year. Needs identified were around information giving as opposed to skill development and as such many seminars have been delivered. A skills development need was identified in March 2012 for public speaking skills. Due to time frame and election process it was agreed to hold this after elections.							
	Angela Struthers 06-Jul-2011 Partially completed – meeting with Leader of the Council and agreed in principle initial training needs.							


Action Code	Action Title	Priority		Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS3 1011	Financial Statements	Priority	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	06-Jul-2011	06-Jul-2011	Stefan Garner
Description	Include the matters arising from the 2009-10- audit in the quality assurance checks on the accounts in future years							
Desired Outcome	To be included in the final accounts working process							
All Notes								


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Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS4 1011	Human Resources	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	06-Jul-2011	06-Jul-2011	Anica Goodwin
Description	Ensure that payroll details are properly checked to HR records on a regular basis and that evidence of the check is being properly maintained.						
Desired Outcome	Independent review to be carried out by Human Resources						
All Notes							

Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS5 1011	Fixed Assets	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	06-Jul-2011	06-Jul-2011	Stefan Garner
Description	Introduce a systems control to require service managers to confirm continued existence and responsibility for assets						
Desired Outcome	Assets to be signed off by Service Managers as at 31 March 2011						
All Notes							



Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS6 1011	Depreciation of CCTV Cameras	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	06-Jul-2011	06-Jul-2011	Stefan Garner
Description	Review the asset lives used to depreciate the CCTV cameras						
Desired Outcome	To be completed as part of the final account process as agreed with the Audit Commission						
All Notes							

Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS7 1011	Amortisation of Government Grants Deferred	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	06-Jul-2011	06-Jul-2011	Stefan Garner
Description	Ensure that the amortisation of the Government Grants deferred account is consistent with the asset lives being used to calculate depreciation.						
Desired Outcome	To be completed as part of the final accounts process as agreed with the Audit Commission.						
All Notes							






Action Code	Action Title	Priorit y	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS8 1011	Value for Money	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2012	06-Jun-2012	Corporate Management Team
Description	Consider whether any of the good practices from the recent developments in refuse collection and housing repairs arrangements can be applied to other areas of the Council.						

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Desired Outcome	To be completed as part of the efficiency improvement agenda
All Notes	Angela Struthers 06-Jun-2012 This is a continuous process
	Angela Struthers 12-Sep-2011 This is part of a continuous on-going process of delivering efficiencies and improving services. Projects underway include Transforming Tamworth, Service Reviews which should highlight any potential areas for working with others/good practice areas etc. Due date moved to reflect on-going process

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS9 1011	Value for Money	2			31-Mar-2012	06-Jun-2012	Corporate Management Team
Description	Assess whether there are further opportunities to share staff costs and expertise with neighbouring Councils to achieve further efficiencies						
Desired Outcome	To be completed as part of the on-going process of delivering efficiencies and improved service transformation.						
All Notes	Angela Struthers 06-Jun-2012 This is a continuous process						
	Angela Struthers 12-Sep-2011 This is part of a continuous on-going process of delivering efficiencies and improving services. Projects underway include Transforming Tamworth, Service Reviews which should highlight any potential areas for working with others/good practice areas etc. Due date moved to reflect on-going process						

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

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