



Action Plan Arising from the AGS 12/13 Assurance Process

Report Type: Actions Report
Report Author: Angela Struthers
Generated on: 18 June 2013

Action Code	Action Title	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
AGS1213 1	Satisfaction Survey Priority 3		<div style="width: 25%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 25%	31-Oct-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 users of Member and Legal Services					
All Notes	Angela Struthers 17-Jun-2013 Action bought forward from 11/12 - Original Note: Jane Hackett 8/3/13 - this will be tied into the legal services review taking place expected completion September 2013					

Action Code	Action Title	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
AGS1213 2	Community Engagement Priority 2		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 50%	31-Mar-2014		John Day
Description	Improve insight about customer/residents needs by developing solutions with partners/neighbouring authorities					
Desired Outcome	Council Insight strategy to be developed.					
All Notes	Angela Struthers 17-Jun-2013 Action bought forward from 11/12. Original note: John Day 11/3/13 - the Customer Insight Strategy is under development. The new CRM system will be an important part of this and will be integral part of it as it drives an improvement in corporate performance. Mosaic data continues to inform projects and has recently been used for a direct debit campaign, alcohol and obesity profiling					

Action Code	Action Title	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
AGS1213 3	Succession Planning Priority 2		<div style="width: 21%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 21%	31-Mar-2014		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 18-Jun-2013 Action bought forward from 11/12. Original note - Anica Goodwin 16/5/13 - areas identified as pilot areas, matrix developed and to be completed with relevant manager, progress slow to date due to workload within HR, new target to be March 2014. 10k was allocated in reserve for this work to be completed. Due to implementation of new HR system the reserve has been put back into corporate reserve.					






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AGS1213 4	Customer Satisfaction Priority 3		<input type="text" value="0%"/>	31-Dec-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 18-Jun-2013 Bought forward from 11/12. Original note - Jane Eason 18/6/13 - This will be done following the launch of the new website post September.					

Action Code	Action Title	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
AGS1213 5	Audit Recommendations Priority 2		<input type="text" value="0%"/>	31-Mar-2014		Anica Goodwin
Description	The timescale for the implementation of audit recommendations has slipped due to other work demands.					
Desired Outcome	Management ensure that audit recommendations are implemented in a timely manner					
All Notes						

Action Code	Action Title	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
AGS1213 6	Business Continuity Priority 2		<input type="text" value="0%"/>	31-Mar-2014		Anica Goodwin
Description	Business Continuity Plans are not tested on a regular basis					
Desired Outcome	All Business Continuity Plans to best tested on an annual basis					
All Notes						

Action Code	Action Title	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
AGS1213 7	Audit Recommendations Priority 2		<input type="text" value="0%"/>	30-Sep-2013		Nicki Burton
Description	There are a number of audit recommendations outstanding which are dependent on key policies and procedures being compiled/reviewed.					
Desired Outcome	Audit recommendations prioritised and assigned to managers for completion.					
All Notes						

Action Code	Action Title	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
AGS1213 8	Documented Procedures Priority 2		<input type="text" value="0%"/>	31-Mar-2014		Paul Weston
Description	Documented procedures are out of date due to the use of the orchard system for recording data					
Desired Outcome	Documented procedures are updated to reflect new working practices.					
All Notes						

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

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