

# Action plan arising from the AGS 11/12 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
IAR AGS1 1112 AC	Valuation & Impairment Reports <b>Priority</b> 2		<div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div>	30-Jun-2012	04-Oct-2012	Stefan Garner
<b>Description</b>	The Council should ensure that all signed valuation and impairment reports are provided at the beginning of the audit					
<b>Desired Outcome</b>	A signed valuation and impairment report will be provided at the beginning of the Audit.					
<b>All Notes</b>	Stefan Garner 04-Oct-2012 Signed reports presented at beginning of Audit - development issue for 2012/13 to include full valuation details signed by Valuer					

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

Action Code	Action Title	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS3 1112 AC	Financial Monitoring <b>Priority</b> 1		<div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div>	12-Jun-2012	12-Jun-2012	Stefan Garner
<b>Description</b>	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.					
<b>Desired Outcome</b>	Continual monthly monitoring in place					
<b>All Notes</b>						

Action Code	Action Title	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS4 1112 AC	H &CT Subsidy Claims Administration <b>Priority</b> 2		<div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div>	12-Jun-2012	12-Jun-2012	Karen Taylor
<b>Description</b>	Ensure the controls put in place to mitigate the risk of similar errors arising in Housing and Council Tax subsidy claims administration are effective.					

<b>Desired Outcome</b>	Review to be undertaken of the impact of extra quality checking of claims processing
<b>All Notes</b>	

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS5 1112 MA	Internal Audit Recommendations	2		<div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div>	31-Mar-2013	17-Jun-2013	Tina Mustafa
<b>Description</b>	-- enter action details here --						
<b>Desired Outcome</b>	Progress and track existing Internal Audit Recommendations						
<b>All Notes</b>							

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS6 1112 MA	Business Continuity	2		<div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div>	31-Mar-2013	17-Jun-2013	Tina Mustafa
<b>Description</b>	Business Continuity plans need to be tested and reviewed on a regular basis						
<b>Desired Outcome</b>	Review of Business Continuity to be undertaken						
<b>All Notes</b>							

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS7 1112 PR	PDR's	2		<div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div>	30-Jun-2012	04-Feb-2013	Stefan Garner
<b>Description</b>	PDR's have not been completed for all staff within Finance						
<b>Desired Outcome</b>	PDR's to be completed for Finance staff						
<b>All Notes</b>	Stefan Garner 04-Feb-2013 Direct reports PDRs carried out December 2012 - remainder during Jan/Feb 2013						
	Stefan Garner 10-Dec-2012 PDRs scheduled for mid-December 2012						
	Stefan Garner 15-Oct-2012 PDRs complete within Revenues - remaining PDRs to be scheduled for Mid November 2012						

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS8 1112 MA	Procedures and Controls	2		<div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div>	31-Aug-2012	29-Mar-2013	Paul Weston
<b>Description</b>	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						
<b>Desired Outcome</b>	Revise documented procedures and controls in line with new process						
<b>All Notes</b>	Paul Weston 30-May-2013 Orchard not ready for use until April 2013. Old procedure guide used for delivery and management of 2012/13 programme. Orchard now in use for 2013/14 programme and controls built into Orchard being used to determine quality and quantity checks and for the production of financial completions. Programme still determined using old procedures but as Stock Condition data will be held in Orchard, this in conjunction with the planned maintenance module will be						

	used to plan works for 2014/15.
	Paul Weston 08-Oct-2012 Basic flow chart produced but process around Orchard not yet agreed and awaiting input from Jackie Lea.

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IAR AGS9 1112 MA	HR Policies	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	30-Jun-2012	24-Sep-2012	Christie Tims
<b>Description</b>	Not all HR Policies are up to date						
<b>Desired Outcome</b>	Finalisation and publication of key policies. Review programme following audit						
<b>All Notes</b>	Christie Tims 24-Sep-2012 plan in place to develop and review all policies						

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IARAGS10 1112 MA	Volunteers	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	30-Jun-2012	24-Sep-2012	Christie Tims
<b>Description</b>	Volunteers Policy requires finalisation and training has not been provided						
<b>Desired Outcome</b>	Following the Volunteers audit, the policy will be finalised and training delivered so that the website can be published						
<b>All Notes</b>	Christie Tims 24-Sep-2012 Policy approved and loaded onto net consent						

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IARAGS11 1112 MA	Partnerships roles and responsibilities	2		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	30-Jun-2012	24-Sep-2012	Christie Tims
<b>Description</b>	Roles and responsibilities need to be reviewed with regard to the LGPS						
<b>Desired Outcome</b>	Review of procedures and agreement with the LGPS. Update risks and agree mechanisms						
<b>All Notes</b>	Christie Tims 24-Sep-2012 Met with LGPS Director & Manager in July to confirm arrangements. Will review quarterly updates on employers website for tracking of investments and copy into all correspondence with 3rd party contractor. Copy of full contract also provided to LGPS to assist in governance.						


Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IARAGS12 1112 PR	Satisfaction Survey	3		<div style="width: 25%;"><div style="background-color: #4f81bd; height: 10px; width: 25%;"></div></div> 25%	31-Mar-2013		Jane Hackett
<b>Description</b>	Satisfaction surveys are not issued to service users of Member Services and Legal Services						
<b>Desired Outcome</b>	A satisfaction survey to be completed for user of Member and Legal Services						
<b>All Notes</b>	Angela Struthers 18-Jun-2013 Moved to 1314 action plan						
	Jane Hackett 08-Mar-2013 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
IARAGS13 1112 PR	Succession Planning	Priority 2		<div style="width: 21%; background-color: #4f81bd; color: white; text-align: center;">21%</div>	31-Mar-2013		Anica Goodwin
<b>Description</b>	Career structures are not in place for officers and members to encourage participation and development						
<b>Desired Outcome</b>	Succession planning to be discussed with the Head of Organisational Development						
<b>All Notes</b>	Angela Struthers 18-Jun-2013 Moved to 1213 action plan						
	Anica Goodwin 16-May-2013 2 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 14. £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.						
	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		Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IARAGS14 1112 PR	Community Engagement	Priority 2		<div style="width: 50%; background-color: #4f81bd; color: white; text-align: center;">50%</div>	31-Dec-2012		John Day
<b>Description</b>	Improve insight about customer/residents needs by developing solutions with partners/neighbouring authorities						
<b>Desired Outcome</b>	Council's Insight Strategy to be developed						
<b>All Notes</b>	Angela Struthers 18-Jun-2013 Moved to 1213 action plan						
	John Day 11-Mar-2013 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 be inform projects and has recently been used for a direct debit campaign, alcohol and obesity profiling.						
	John Day 25-Oct-2012 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 be inform projects and has recently been used for a direct debit campaign, alcohol and obesity profiling.						
	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		Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IARAGS15 1112 PR	Business Continuity	Priority 2		<div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div>	31-Mar-2013	22-May-2013	Jane Eason
<b>Description</b>	Business continuity plans are not tested on a regular basis within PR and Communications						
<b>Desired Outcome</b>	Test to ensure that web continuity can be maintained by remote update by TBC and Unified/Alterian						
<b>All Notes</b>	Jane Eason 22-May-2013 We can now access and update the website remotely. However it can prove difficult to access and can only be accessed by a small number of						

	<p>people. We are now in the process of providing a new website inhouse which will mean accessing the site remotely, from a number of platforms, will be much easier and will see real time updates able to be carried out. This will carry no additional cost apart from staff time.</p> <p>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.</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>
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Action Code	Action Title		Current Status	Progress Bar	Due Date	Completed Date	Assigned To
IARAGS16 1112 PR	Customer Satisfaction	<b>Priority</b> 3		<input type="text" value="0%"/>	30-Mar-2013		Jane Eason
<b>Description</b>	Satisfaction surveys are not issued to service users of Public Relations						
<b>Desired Outcome</b>	Customer satisfaction monitoring mechanism with PR service to be implemented						
<b>All Notes</b>	Angela Struthers 18-Jun-2013 Moved to 1213 action plan						
	Jane Eason 17-Jun-2013 This will be done following the launch of the new website post September						
	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.						

Page 59

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

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