



Action Plan Arising from the AGS 12/13 Assurance Process

Report Type: Actions Report
Report Author: Angela Struthers
Generated on: 23 October 2013

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
AGS1213 1	Satisfaction Survey	3		<div style="width: 25%;"><div style="background-color: #4f81bd; width: 100%; height: 100%;"></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						

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AGS1213 2	Community Engagement	2		<div style="width: 50%;"><div style="background-color: #4f81bd; width: 100%; height: 100%;"></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	John Day 01-Oct-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 inform projects. 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	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
AGS1213 3	Succession Planning	2		<div style="width: 70%;"><div style="background-color: #4f81bd; width: 100%; height: 100%;"></div></div> 70%	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	Anica Goodwin 01-Oct-2013 CT has seen almost all heads of service and directors. report to be finalised by end of october 2013 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.

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
AGS1213 4	Customer Satisfaction	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	Anica Goodwin 01-Oct-2013 new web site in test. launch nov 13						
	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.						

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AGS1213 5	Audit Recommendations	2		<input type="text" value="50%"/>	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	Anica Goodwin 01-Oct-2013 Covalent updated and audit recs to be discussed at all 121s						

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
AGS1213 6	Business Continuity	2		<input type="text" value="90%"/>	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	Anica Goodwin 01-Oct-2013 Latest test of IT retrieval 2009. Backup on USB and S drive. IT currently in process of updating IT back up plan which has direct impact on payroll						
	Anica Goodwin 01-Oct-2013 Performance BCP recently tested. SCC customer insight team being used to provide continuity for consultation. LDC provide covalent support.						
	Anica Goodwin 01-Oct-2013 HR business continuity plan reliant on BYoD. Updated and tested in May 13. Info stored at CCTV and on memory stick.						
	Anica Goodwin 01-Oct-2013 PR comms business plan reviewed to be tested following launch of new web site						
	Anica Goodwin 01-Oct-2013 -- enter new status update --						
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AGS1213 7	Audit Recommendations	2		<input type="text" value="50%"/>	30-Sep-2013		Nicki Burton

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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	<p>Angela Struthers 22-Oct-2013</p> <p>The Records Management Suite of Documentation is currently in draft having been through ICT Management Team. This will be distributed to the Security Management Group for discussion / endorsement at their next meeting scheduled for January.</p> <p>The data Quality Policy has now been reviewed</p> <p>The Business Continuity Suite of Documentation is in draft and will be discussed at the Civil Contingencies meeting scheduled w/c 28th Oct</p>						

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AGS1213 8	Documented Procedures	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							

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

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