






Action Plan Arising from the AGS 12/13 Assurance Process


Report Type: Actions Report
Report Author: Angela Struthers
Generated on: 11 June 2014

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; 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	<p>Jane Hackett 07-Apr-2014 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</p> <p>Until March 2014 Legal services operating with only one solicitor who had numerous corporate duties to perform in addition to legal role</p> <p>As vacant post now filled the survey can begin and will commence shortly</p>						
AGS1213 2	Community Engagement	2		<div style="width: 60%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 60%	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	<p>Anica Goodwin 09-Jun-2014 discussions with Staffs Connects on 5 June 14 have resulted in them carrying out a review of the provision of customer insight data.</p> <p>John Day 08-Apr-2014 The Customer Insight Strategy is under development and will link into the Customer Services Strategy. 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.</p> <p>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.</p> <p>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</p>						
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AGS1213 3	Succession Planning	Priority 2		<div style="border: 1px solid black; width: 60px; height: 15px; background-color: #ADD8E6; text-align: center;">70%</div>	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 10-Jun-2014 learning and development module to be built on iTrent. Trial with ICT to be launched which identifies business critical posts. will be managed via covalent risk log. CT to action						
	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.						


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AGS1213 4	Customer Satisfaction	3		<div style="border: 1px solid black; width: 60px; height: 15px; background-color: #ADD8E6; text-align: center;">50%</div>	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 10-Jun-2014 The satisfaction survey has been drafted and will issued shortly						
	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		<div style="border: 1px solid black; width: 60px; height: 15px; background-color: #ADD8E6; text-align: center;">85%</div>	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 09-Jun-2014 dates have slipped again for some audits but those deemed to be high risk are being or have been actioned. new timescales have been established where applicable						
	Anica Goodwin 01-Oct-2013 Covalent updated and audit recs to be discussed at all 121s						



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AGS1213 6	Business Continuity	2		<div style="border: 1px solid black; width: 60px; height: 15px; background-color: #ADD8E6; text-align: center;">100%</div>	31-Mar-2014	10-Jun-2014	Anica Goodwin
Description	Business Continuity Plans are not tested on a regular basis						
Desired Outcome	All Business Continuity Plans to be tested on an annual basis						

All Notes	Anica Goodwin 10-Jun-2014 All business continuity plans are now updated and have been tested in line with policy. confirmation from all HoS received
	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

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AGS1213 7	Audit Recommendations	2		<div style="width: 91%;"><div style="width: 91%; background-color: #4f81bd; color: white; text-align: center;">91%</div></div>	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	Angela Struthers 10-Jun-2014 The records management Suite of Documents will be presented to Cabinet by the end of June 2014.						
	Angela Struthers 22-Oct-2013 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. The data Quality Policy has now been reviewed The Business Continuity Suite of Documentation is in draft and will be discussed at the Civil Contingencies meeting scheduled w/c 28th Oct						

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AGS1213 8	Documented Procedures	2		<div style="width: 90%;"><div style="width: 90%; background-color: #4f81bd; color: white; text-align: center;">90%</div></div>	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	Angela Struthers 10-Jun-2014 Flowcharts have been produced and Orchard procedures are in place.						

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress

	Not Started; In Progress; Assigned
	Completed