Current Implementation Position for Low and Medium Risk Recommendations issued in Quarter 2 2018/19

RECOMMENDATIONS	INITIAL MANAGEMENT RESPONSE incl. PLANNED IMPLEMENTATION DATE (PID)	CURRENT STATE OF IMPLEMENTATION PER MANAGER
Corporate Governance: Ethics – 22 August 2018		
A programme of 'refresher' postings on Meta Compliance in respect of the Employee Code of Conduct should be considered following re-launch of the revised Code.	*Deputy Chief Executive and Monitoring Officer:* Agreed. I will discuss with Graham Leach and Karen Weatherburn. PID: 1 February 2019	The refresher on the Employee Code of Conduct was delayed due to refinement of wording. This is now in place ready to be sent to all members of staff in late June/early July.
Incorporation of ethical risks in the Risk Management Framework as a standard category should be considered.	*Deputy Chief Executive and Monitoring Officer:* I will discuss with Senior Management Team colleagues to determine whether this merits taking forward. PID: 1 October 2018	Senior Management Team discussed and whilst saw merit, it was agreed that DCEX would discuss the practicalities further with Audit & Risk Manager. By July 2019.
Insurances – 25 September 2018		
Development of a formal insurance strategy be considered that provides the framework to ensure that the Council has in place an optimal balance between external insurance and self-insurance.	*Insurance & Risk Officer:* Agreed. Consideration will be given to the introduction of an insurance strategy. PID: End of March 2019	Consideration has been given to writing an insurance strategy but one will not be written because insurance arrangements depend on the insurance market and business needs. As part of the procurement this year, records will be kept of the reasons for decisions taken and the instructions in the insurance manual will be updated.

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An action tracker be included as part of the update to SMT.	*Insurance & Risk Officer:* This will be included from the next report. PID: November 2018	Action tracker has been included in SMT reports from 7th November 2018.
The Risk Management Strategy be updated and made available on the Council web site.	*Audit & Risk Manager:* Agreed and now done. PID: September 2018	No need for update – recommendation addressed as per initial response.
Oversight of risk registers by the IARO be embedded to ensure that insurance is considered in all cases.	*Audit & Risk Manager / Insurance & Risk Officer:* Audit & Risk Manager in process of putting all risk registers on intranet site viewable by all staff. When set up these will be updated quarterly. Insurance & Risk Officer can then view these documents systematically and ensure that due provision has been made for insurance aspects of risks. PID: End of October 2018	Service Risk Registers and Corporate Risk Register (SBRR) put on Risk Management page on intranet and details concerning this have been publicised to staff via 'big button' notice on the intranet. Risk Registers were being updated quarterly on intranet as required but latest update is now overdue. This will be immediately rectified.
The claim forms should be refreshed and reflective of GDPR requirements.	*Insurance & Risk Officer:* Wording was reviewed and updated in May 2018 taking into account advice and examples from other authorities in the absence of an Information Governance Manager. Advice will be sought from the Information Governance Manager and wording updated accordingly. PID: End of March 2019	Met with Information Governance Manager and privacy statement amended slightly.

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Places and Projects – 13 July 2018		
The 'policy' documents for the Pest Control and Dog Warden services should be reviewed and updated as appropriate.	*Services Team Leader:* Policies will be reviewed at the earliest opportunity. PID: March 2019	Pest Control Policy completed – updated Aug 2018. Expected review date for Dog Warden policy – new target date: Dec 2019.
Staff should be reminded when new fees come into force.	*Services Team Leader:* New fees are circulated at the beginning of each year. Reminders have been sent following this report. PID: January each year.	No need for update – recommendation addressed as per initial response.
All relevant staff should attend the Conflict Management training, with the Pest Control Officers also attending the Lone Worker training.	*Services Team Leader:* Staff have been requested to attend internal courses relating to Lone Working and Courageous Conversations from the WDC 2018/19 training guide following this report. PID: January 2019	Employee NP: Lone Working completed 29 Jan 2019 Safeguarding completed 26 June 2018 Employee LT: Lone Working completed 01 Nov 2018 Safeguarding completed 3 July 2018 Employee VT: Lone Working completed 2016 & 01 Nov 2018 Conflict Management completed 06 November 2018 Safeguarding completed 3 July 2018 Body cam training completed 16 Aug 2018.

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CCTV Services – 14 September 2018		
Service level agreements should be drawn up for those internal customers where they do not currently exist, with existing SLAs being reviewed and revised appropriately to bring them up to date.	*Safer Communities Manager / CCTV Manager:* This was picked up as an issue and detailed in next steps in the original version of the most recent CCTV report to Executive. It was removed. We will diarise meetings with internal customers to re-visit the SLA's and bring them up to speed with transformation proposals. PID: End of March 2019	Draft SLA's produced. Housing – Lisa Barker Date to be confirmed Rangers / Car parks – Zoe Court Date to be confirmed
An agreement should be drafted between the Council and the landlord of Regent Court setting out the terms and conditions for the provision of CCTV.	*Safer Communities Manager / CCTV Manager:* As above but first we will confirm the VAT situation. PID: End of March 2019	Date of meeting 11 July 2019, to discuss summary of main points of contract, selling points, including possible termination of contract, increase in cost of contract plus vat.
Training in the use of TOTAL should be arranged for the CCTV Manager.	*Safer Communities Manager:* Already identified in the CCTV Managers PDP. PID: End of October 2018	No need for update – recommendation addressed as per initial response.
The charge being made for the provision of CCTV to Regent Court should be reviewed.	*Safer Communities Manager / CCTV Manager:* This will be considered as part of 4.2.8. PID: End of March 2019	See update in response to "agreement recommendation".

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Arrangements should be made to apply VAT to all future invoices for Regent Court CCTV.	*Safer Communities Manager:* CCTV Manager to meet with FAST team. PID: End of October 2019	See update in response to "agreement recommendation".
An up to date, priced inventory, including office furniture, should be compiled and a copy forwarded to the Insurance & Risk Officer in Finance.	*CCTV Manager:* We already have an inventory for CCTV equipment but will add furniture and other equipment to this. PID: End of January 2019	Completed.
Leaseholder Service Charges – 17 September 2018		
A more regular debt monitoring and recovery regime should be introduced and, where possible, leaseholders should be required to pay regularly in advance in accordance with the lease.	*Business Administration Manager:* Agreed –implement quarterly reminders for non-payment and actively pursue debt before end of financial year. PID: December 2018 (end of quarter 3)	Implemented – highlighted in letter annual charging letter and next reminders going week beginning 1 July.

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Asbestos Management – 17 September 2018		
The Contracts Administrator (Asbestos) should be consulted during the planning stages of all housing works projects.	*Individual project surveyors:* Agreed – will be taken forward as part of the Asset restructure. PID: 1 November 2018	*Building Surveyor Team Leader / Technical Manager:* The recommendation was based on budgetary pressures on the asbestos budget from programmed works. These have escalated recently due to significant increases in programmed works due to the WDC Executive pledge to ensure all of the housing stock is in a satisfactory condition. All very poor and poor properties are being brought up to date. To mitigate this, we are in regular communication with them regarding the volume of properties and the associated costs and have offered use of the programmed works budgets which have been used historically to facilitate the increased costs. As previously stated we regularly are in contact with the asbestos officer regarding these programmed works as we can't begin on site without these being in place.

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The contractors should be requested to provide annual evidence of their insurance cover, with the request being timetabled in line with the policy renewal dates.	*Compliance Administrator (revised structure):* Agreed – will be taken forward as part of the Asset restructure. PID: 1 November 2018	Shield/Tersus have sent current insurance documents and provided renewal dates which have a reoccurring diary reminder in outlook. The up-to date documents are stored within the Asbestos folders on the I drive – please let me know if you would like them forwarded to you.
Entries should be included on AssessNet for other (relevant) corporate buildings and for staff that may come into contact with asbestos containing materials during their day to day work.	*Compliance Team Leader (revised structure):* Agreed but needs ICT support to develop AssessNet to accommodate Asbestos Survey. PID: 1 April 2019	With the uncertainty with AssessNet system staying we are not sure if this recommendation is still valid. We are currently working on uploading all asbestos surveys for corporate buildings on to the asset document management centre. There is a copy of the survey left on site for staff and contractors to view. Also the survey is available to download on 'Teams' which staff have access to.