

Current Implementation Position for Low and Medium Risk Recommendations
issued in Quarter 2 2019/20

RECOMMENDATIONS	INITIAL MANAGEMENT RESPONSE incl. PLANNED IMPLEMENTATION DATE (PID)	CURRENT STATE OF IMPLEMENTATION PER MANAGER
Housing Repairs and Maintenance – 23 September 2019		
A review of the 'capture' of rechargeable works should be considered to ensure that all such works are identified at source.	<p><i>Asset Manager / Compliance Manager:</i> Review with Repairs Team Leader and Housing on what objectively constitutes a rechargeable repair and subjective considerations. Provide group training to the Repairs & Maintenance team. PID: 31 Oct 2019</p>	<p>A review of the Rechargeable Repairs process as a whole was started in conjunction with Housing in September, with Paul Smith, (Housing) leading on the group. This was put on-hold in March 2020. I have agreed with Paul that we now need to resume this. At this time the Repairs and Maintenance (R&M) team mark works for recharge based on established knowledge provided by the R&M Team Leader who, with the Contract Supervisor will confirm these where necessary.</p>
A clear policy on recovery of unpaid recharges to tenants should be considered including delegation of responsibilities.	<p><i>Sustaining Tenancies Manager:</i> Agreed. A recharge policy will be established and will include delegation of responsibilities. PID: 31 May 2019</p>	RESPONSE OUTSTANDING
The accumulated balances of unpaid recharges should be reviewed and appropriate recovery actions taken.	<p><i>Sustaining Tenancies Manager:</i> Agreed. A process for managing and monitoring recharges will be produced. PID: 31 Dec 2019</p>	RESPONSE OUTSTANDING

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Health and Wellbeing – 19 July 2019		
<p>Consider how action plans are managed with the possibility of them being maintained as separate plans for internal (staff), media and external actions with the overall aim of the separate plans entered on to the HOG action plan.</p>	<p><i>Localities and Partnerships Officer:</i> The Health and Wellbeing Action Plan is currently being refreshed. As part of the process the recommendation around how action plans are managed and maintained has will be built into the new approach. The HOG lead officer will put in place a mechanism for ensuring that relevant and updated information is on the HOG action plan. PID: 31 Aug 2019</p>	<p>The action plan was drafted at the start of the year pulling together the health and well-being (BUPA) initiatives and any national initiatives (eg. Mental Health Awareness Week) into one place. The HOG meetings were postponed due to the impact of Covid-19. Note a review of the HOG group has also taken place. Covid-19 increased the focus of staff health and well-being therefore surveys were deployed in June 2020 to managers, staff (and councillors) to assess specific issues. This meant the action plan became responsive to the current situation, rather than focusing purely on Pre-Covid actions. Further progress May to August:</p> <ol style="list-style-type: none"> 1. Continued meetings as the internal group including Unison and review at Staff Voice 2. Followed up with checklists in July which enabled managers to talk through HWB with each of their staff in more detail. 3. We developed an intranet button to share all relevant HWB information and updates for staff and we continue to add to this. 4. We developed an internal email sign off focused on HWB. 5. We shared contacts with whom staff could discuss their HWB – based on a postcard initiative from 2019/20 plan. 6. Plan for a further health and well-being survey to be deployed Jan 2021 <p>Further work is now ongoing to review new priorities and respond both reactively and proactively to the needs of our staff.</p>

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<p>Management should be aware of the commitment required from HOG members and ensure they are given the time to be able to commit to the meetings and provide input as required.</p>	<p><i>Localities and Partnerships Officer:</i> As part of the refreshed approach to the HOG, the membership has been reviewed to ensure specific teams across the Council have been targeted to form a new refreshed HOG group. PID: 31 Aug 2019</p>	<p>Recommendation addressed – no further response required.</p>
<p>Management involvement with HOG could help to encourage named officers to update the plan.</p>	<p><i>Localities and Partnerships Officer:</i> As part of the HOG refreshed approach a new system of version control on action plan updates is being introduced. PID: Ongoing</p>	<p>The refreshed approach of HOG has included the engagement of appropriate Service Areas where Health and Wellbeing is a relevant part of service delivery. Each of the Service Areas were engaged with to identify health and wellbeing actions that been included in their Service Plans and the WDC Health and Wellbeing Action Plans. Named Officers are responsible for reporting progress on the actions at HOG meetings that take place every 6 weeks. To ensure that the action plan is kept up to date and version control measure have been introduced a working version of the action plan has been introduced and a 'master copy' of the plan has been maintained by Localities and Partnerships Officer to ensure that the action plan is kept live.</p>

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Utilities Management – 29 August 2019		
<p>Utility related budget lines with large variances should be reviewed to ensure future budgets are more closely aligned with actual expenditure, with the Jubilee House budget being amended to remove the fuel oil budget and include a budget for gas.</p>	<p><i>Asset Manager:</i> Budget codes will be reviewed for the new financial year and the change required for Jubilee House enacted. PID: 31 March 2020 / 30 September 2020 for Jubilee House</p>	<p>We reviewed the 2020/21 Budgets and updated the overall Gas and Electric budgets to reflect a more accurate position so the budgets have been corrected.</p> <p>We have also sorted out the Jubilee House Gas Meter issue and will be paying bills from now on, the Gas meter had not been registered is now.</p>
<p>A decision should be taken as to whether AMR or 'smart meters' should be installed for all relevant utilities supplies at relevant Council properties.</p>	<p><i>Asset Manager:</i> An options appraisal report will be prepared for consideration by CMT. PID: 31 December 2019</p>	<p>We have instructed TGP via ESPO to install the AMR/Smart meters for all of our electric supplies, but that work was on hold nationally due to Covid-19. We have contacted them for an update on whether the works have resumed and await a reply.</p>
<p>The utilities providers should be advised that accounts should be arranged with the relevant tenants, with the tenants being reminded of the terms of their leases with regards to utilities payments.</p>	<p><i>Estates Management Surveyor:</i> We will ensure that, going forwards, tenants are required to pay for utilities used. PID: 31 December 2019</p>	<p>Completed. Utility meters read and passed on to utility companies on date of new leases to ensure that all future bills are sent to the new tenant</p>

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<p>A decision should be taken as to whether monies paid by the Council in relation to utilities previously used by these tenants should be recovered from them.</p>	<p><i>Estates Management Surveyor:</i> We will look at individual leases to establish if recovery of earlier monies paid is possible. PID: 31 March 2019</p>	<p>Initial Response: "Completed." Follow-up question - did you establish if recovery of earlier monies paid is possible and, if so, have you been attempting to recover such monies? – not been answered. RESPONSE OUTSTANDING</p>
<p>A review of water charges at cemetery lodges should be undertaken to ensure that tenants are being treated equally.</p>	<p><i>Service Manager – Landlord Services:</i> The existing tenancy agreements for the cemetery lodges will be reviewed and legal advice sought on the potential to vary current agreements to rationalise water charging. If this is not possible a revised charging regime will be implemented when a tenancy changes. PID: 31 December 2019</p>	<p>RESPONSE OUTSTANDING</p>
<p>Gas and Electrical Safety Checks – 23 August 2019</p>		
<p>The contractor should be reminded of the terms of the contract, with performance being reviewed accordingly to ensure that this is adhered to.</p>	<p><i>Compliance Team Leader & Gas Servicing Administrator:</i> This will be raised with the contractor (Dodds) at the next contract meeting. PID: September 2019</p>	<p>Although we currently do not have any specific KPI's in place, we hold regular monthly meetings where performance is discussed. These meeting have been put on hold due to Covid but will start back up again from next month. We ow have a reporting system in place to manage the compliance performance to be able to monitor servicing due and can work through this in order of priority.</p>

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<p>The prices being charged by the contractors should be reviewed to ensure that they are correct.</p>	<p><i>Compliance Team Leader & Gas Servicing Administrator:</i> This will be discussed with the contractors at the next contract meetings. PID: D&K – August 2019 / Dodds – September 2019</p>	<p>We make monthly payments to all of our contractors and part of this payment includes producing a query report to monitor the costs of jobs. As part of this we ask to see invoicing and also a breakdown of labour, material costs etc. We also review the costing annually in line with the national CPI.</p>
<p>The scope for varying the contract should be ascertained to take into account fluctuations in the number of properties.</p>	<p><i>Compliance Team Leader & Gas Servicing Administrator:</i> This will be raised with the contractor (D&K) at the next contract meeting. PID: August 2019</p>	<p>It was recorded in the contract specification that the value of the Price per Property would stay the same as long as the number of properties hadn't fluctuated or decreased by 3%. We can check this by running a report in preparation for the new financial year. We have yet to go above that figure.</p>
<p>Bereavement Services – 16 July 2019</p>		
<p>Budget monitoring should be carried out monthly and should include communication with the allocated accountant to discuss budget over and under spends. This will help to keep control of the budgets and prevent large discrepancies at the end of the financial year.</p>	<p><i>Bereavement Services Development Manager & Assistant Accountant:</i> Monthly meetings have been set up between the Bereavement Services Development Manager and the Accountant to ensure a robust system is in place to manage the budgets on a frequent basis. Additional time will be scheduled as required throughout the year, for example when fees and charges reports are due. PID: July 2019 meetings have been set to take place during the first week of each month.</p>	<p>Recommendation addressed – no further response required.</p>

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Grounds Maintenance – 9 October 2019		
<p>There should be plans in place allowing the service to continue to be maintained in the event of the contractor being unable to complete the work.</p>	<p><i>Contract Manager:</i> A contingency plan for contractor failure has been created and will be drafted and reviewed annually to ensure it is up to date and relevant. PID: End of October 2019</p>	RESPONSE OUTSTANDING
<p>Documents should be reviewed and renewed as appropriate and signed by relevant parties.</p>	<p><i>Contract Manager:</i> A performance bond will be agreed and put in place. PID: End of October 2019</p>	RESPONSE OUTSTANDING
<p>Grounds Maintenance is frequently carried out in public areas whilst members of the public are around. The Council has a responsibility to ensure works on Council land are carried out safely. Checks should be in place to ensure risk assessments have been reviewed annually and are relevant to the contract.</p>	<p><i>Contract Development & Enforcement officer:</i> Copies of Risk Assessments are updated annually by IDVerde. This year's copies have been reviewed by The Council and stored in our system. Annual meetings H&S Audit meetings occur between both contract management teams, and include technical H&S Officers from the Councils and the Contractors. PID: Complete</p>	<p>Recommendation addressed – no further response required.</p>