

Appendix 4

Current Implementation Position for Recommendations Due for Completion by End of Quarter 1 2022/23

RECOMMENDATIONS	INITIAL MANAGEMENT RESPONSE	TARGET DATE	TARGET DATE REVISED?	CURRENT STATE OF IMPLEMENTATION PER MANAGER
Housing Repairs & Maintenance (2021/22 Audit)				
Ripplestone reports should be modified to include the 'Urgent' job priority type.	Agreed – post is currently vacant but seeking to recruit in near future.	31st March 2022 (Previous target date of December 2021)	Not applicable.	The Data Coordinator is now working on identifying all affected reports and working with the Service Development Officer on updating the database query to include the 'Urgent' job types, where a measure is required.
Contractors should be reminded to immediately update WDC on any issues which result in a delay to the repair process.	Will be included in mobilisation discussions as part of extension of Axis contract from April 2022	April 2022	Not applicable.	This has been included in contract extensions discussions with AXIS and reporting of delay issues is fed back to the Repairs Team (Senior Maintenance Assistant or Contract Administrator) to adjust the expected completion date within Active H.

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The Council should develop a robust procedure for dealing with instances where reasonable requests for access are refused. These cases should be escalated until remedial action has been completed and every effort should be made to recover the costs of this exercise from the tenant.	Assets working with Housing to implement.	April 2022	Yes – revised to 30 September 2022.	A procedure will be developed and put in place by September 2022. With regard to the second part of the recommendation, this is not actionable as we have no powers to recover costs, and these could be escalating for a small cost item.
A full review of all cancelled jobs should be undertaken to ascertain the current status of each case.	Records available of jobs closed down as part of COVID restrictions and these will be cross checked against new jobs raised.	30 April 2022 (Previous target date of December 2021)	Not applicable.	Letters to be sent in batches to those residents where new jobs have not been raised. To be completed by end of April 2022
Car Parking (2021/22 Audit)				
IOSH Working Safely training should be booked for all staff without certificates.	IOSH course to be booked accordingly.	April 2022.	Not applicable.	IOSH no longer mandate refresher training every three years but continue to recommend it, although, it is now down to management discretion as to when it is necessary.

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Inaccuracies in the Fees and Charges report should be corrected.	Fees are set in line with recommendations from SMT.	May 2022	Not applicable.	The half hour increments have never been included in Appendix A and no longer in current tariff update. Non-WDC car parks are excluded from the report. Parking Order for WCC PH review in February 2022, until then we cannot rule out the remaining minor inaccuracies.
Annual parking reports should be published each year. Missing reports should be generated and published on the Council website.	Reports to be published.	May 2022	Not applicable.	Last parking report issued in 2012, there does not appear to have been one generated since. Cllr Illingworth is a new representative for PATROL - post integration should see a collective SWDC steer moving forwards.
Housing Investment & Maintenance Programmes (2021/22 Audit)				
A service-specific risk register for Asset Management should be created at the earliest opportunity.	Being developed alongside SDC Property Team	April 2022	Yes – revised to 31 December 2022	Following the ending of the merger discussions with SDC this now reverts to an Assets issue although with the addition of Bereavement Services and internal health and safety and proposals to create a wider service with former Neighbourhood Services this is now a wider piece of work and will be completed by end 2022.
Performance Management (2021/22 Audit)				

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Notwithstanding that some measures are government-driven ones and that it is for individual services to determine what measures they consider appropriate, performance management measures should be specific to work-related targets and statutory obligations where applicable.	This is being reviewed as part of the Service Area Plan process for 2022/23. A new template and model will be developed and at Warwick the Service Area Plan will also go through the PABs for advice/discussion. The revised template is currently making its way through the Cabinet process.	April 2022	Not applicable.	Cabinet is to consider the new service area plans and new approach to performance management at its May Cabinet meeting.
Notwithstanding that subjective interpretation is no longer required by officers, the explanations accompanying the performance management data should clearly explain what is being assessed, the current position and how this impacts progress towards the strategic objectives.	This is being reviewed as part of the Service Area Plan process for 2022/23. A new template and model will be developed and at Warwick the Service Area Plan will also go through the PABs for advice/discussion. The revised template is currently making its way through the Cabinet process. Subjective interpretations/explanations of performance are no longer requested.	April 2022	Not applicable.	Cabinet is to consider the new service area plans and new approach to performance management at its May Cabinet meeting.

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Management should be reminded of the importance of fully engaging in performance management processes.	In developing their Service Area Plans, senior managers will be devising indicators that provide the most meaningful information about the performance of the Service. These data will be monitored on an ongoing basis.	April 2022	Not applicable.	Cabinet is to consider the new service area plans and new approach to performance management at its May Cabinet meeting.

Licensing Services (2021/22 Audit)

All members of the Licensing and Regulatory Committee and sub-committee should receive the mandatory licensing and regulatory training.	A new round of training is being planned. The Chair of the Committee will be consulted with the ensure that he can encourage Members to attend.	May 2022	Not applicable.	All (relevant) Councillors have training booked for 14 th July.
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Health & Safety Enforcement in the District (2021/22 Audit)				

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Staff should be reminded of the need to ensure that all relevant hours are recorded for PAA enquiries so that bills for additional hours can be raised where necessary.	All staff reminded to ensure time units are logged on Primary Authority Service Requests; this includes an instruction to always load the Primary Authority Template which has the time units activated and provide training in how to record the time units as necessary. Quality Monitoring Officers to check for time units logged when carrying out their Q M checks. NH to check all PA agreements for current year's 'package' agreements, invoicing for any under-charge outside of the agreed PA 'packages'	April 2022	Not applicable.	Staff have been made aware of the issue at the latest team meeting and have been asked to contact their relevant companies to check which package they are signing up to for the coming year and whether they need to be billed for additional work. An email has also been sent to advise staff of the new codes to use for recording time against Primary Authority work and to remind staff of the need to check that this has been undertaken when performing quality checks.
Staff should be reminded of the need to ensure that all relevant information is recorded so that any subsequent queries can be answered.	Investigating officers to record sufficient detail on service request; details of telephone conversations, attaching emails, adding item text to enable understanding of how the RFS has been closed out. All RFSs to have a prompt for Quality Monitoring and for QM check to include attachments/adequacy of details etc.	April 2022	Not applicable.	Staff have been made aware of the issue at the latest team meeting.

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Staff should be reminded of the need to ensure that all relevant information is recorded so that any subsequent queries can be answered.	Sample trawl of RFSs to check compliance.	May 2022	Not applicable.	18 random Requests for Service (April / May 2022) relating to Occupational Health & Safety matters have been checked (by NH) and found to have sufficient detail recorded on the action diary.