

Appendix 4

Current Implementation Position for Recommendations Due for Completion by End of Quarter 3 2022/23

RECOMMENDATIONS	INITIAL MANAGEMENT RESPONSE	TARGET DATE	TARGET DATE REVISED?	CURRENT STATE OF IMPLEMENTATION PER MANAGER
Leaseholder Service Charges (2021/22 Audit)				
<p>An income recovery process should be established and followed.</p>	<p>Original: To create & implement procedure for management and recovery of leaseholder debt.</p> <p>Update (April 2022): Awaiting input from legal services regarding recovery options surrounding first tier tribunals for procedure to be written</p> <p>Update (August 2022): Still awaiting Legal input into recommended process as this is complex area of Law involving use of Tier 1 Tribunals. Have been promised reply several times and told would have some advice back, but still outstanding</p> <p>Update (November 2022): Legal Review has determined that leases need to have clause added to enable Authority to be able to take action to recover costs. Awaiting update from legal in terms of new leases to be used moving forward and what action will be taken to address leases already used that are missing this clause.</p>	<p>31st October 2022 (Previous target dates of March and July 2022)</p>	<p>Yes - 31 January 2023</p>	<p>Following advice from Legal, it has been decided not to pursue this course of action, so I think we are now some way forward at looking at the possibilities, which will most likely be to develop a process whereby we look at the County Court route to obtain a money order to recover debt. We therefore have some basis now to start to try to look at developing a draft procedure, but this will take some weeks to put together.</p>

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Housing Investment and Maintenance Programmes (2021/22 Audit)				
A service-specific risk register for Asset Management should be created at the earliest opportunity.	Original: Being developed alongside SDC Property Team. Update: 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.	31 December 2022 (Previous target date of April 22)	Yes – 31 March 2023	The Facilities Manager is now working on an update to cover the newly formed 'Neighbourhood and Assets' service area. This is due to be completed by the end of March 2023.
Safeguarding Children and Vulnerable Adults				
References to SDC should be removed from the relevant safeguarding policies.	This recommendation was included in the safeguarding action plan.	31 October 2022	No	References to SDC have been removed from the Safeguarding Policy, Information and Procedure documents.
The quarter four referral data for 2021 should be included in the figures.	This recommendation was included in the safeguarding action plan.	31 October 2022	No	The quarter 4 referral data for 2021 has been included in the figures.
The adult referral procedure flowchart should be updated to reflect correct staff titles and contact details.	This recommendation was included in the safeguarding action plan.	31 October 2022	No	The referral procedure flowchart on the intranet has been updated to show the correct information on how to report a concern about a member of staff or Councillor.

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Payroll and Staff Expenses				
Salary increments should be reviewed to ensure that these are correct before the payment run in October 2022.	Learning & Development Officer has created a severe diary note for this and will run a salary increment report to ensure they are correct.	October 2022	No	Annual diary note for October increments to ensure they are correctly paid - list reducing year by year as people move on and reach the top of their grade. Monthly reports are now being received from WCC payroll to check increments due the following month. LDO (verbally) confirmed that the check is being undertaken.
Open Spaces				
A review of the new Victoria Park play area should be conducted, to ensure that the equipment is appropriate.	The play area is safe because it received a post installation independent safety inspection and is now on the inspection regime. Agree there is need to evaluate the play area success and failures. Plan to work with the Friends of Victoria Park in getting public feedback.	December 2022	Yes - June 2023	We are currently working with Friends of Victoria Park (FoVP) on drafting a new Victoria Park Survey which is now planned to be undertaken in Spring 2023, with results of the survey, including feedback on the new play area, to be known by June 2023.
An up-to-date water risk assessment should be conducted as soon as possible in conjunction with ROSPA.	Agree - resources allowing.	December 2022	Yes - February 2023	With additional staff resources being available from mid-February 2023 the completion of the water risk assessment will be completed by this revised date.

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Bereavement Services				
The crematorium's standard price list should align with the prices quoted on the Council website.	Agreed.	31 October 2022	No	The website now shows the same prices as the agreed price list.
Staff should be reminded to check all request forms before a funeral service takes place.	Agreed. Reminder to be discussed at next staff meeting.	30 November 2022	No	Report findings were discussed at the staff meeting on 5th October.
Sustainability & Delivery Outcomes				
Officers should be made aware of their responsibilities for actions on the Climate Change plans.	Agreed. Officers will be reminded of their responsibilities for the actions on the plan as an early action for the CCPO when he starts on 1st September.	31 October 2022	No	A CCAP update and review is currently being prepared to report to O&S in December 2022. Officer responsibilities will be clarified as part of that update and all officers will be reminded of their responsibilities.
Consideration should be given to including the risk of out-of-date data or data that is not useful on the risk register, with the identification of appropriate controls to manage these risks.	Agreed. The risks identified on the risk register will be reviewed and updated as needed as an early action for the CCPO when he starts on 1st September.	31 October 2022	No	The CCAP is currently being reviewed as part of an update report to the O&S in December 2022. As part of this, the risk register will be reviewed and a new risk relating to out of date data will be added.

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<p>The climate plans that are in place should be reviewed to ensure that actions, aims and target dates are correct and measurable.</p>	<p>Agreed. The climate plans will be reviewed as an early action for the CCPO when he starts on 1st September.</p>	<p>31 October 2022</p>	<p>No</p>	<p>The Climate Change Action Programme is currently being reviewed ahead of a six monthly update to O&S in December. This will ensure actions and target dates are correct.</p>
<p>The list of service areas and/or officers with designated responsibilities on the Climate Change ambitions plans should be reviewed and responsibilities communicated to those services/officers so they are aware of the actions that they are responsible for.</p>	<p>Agreed. Actions will be reviewed and officers will be reminded of their responsibilities as an early action for the CCPO when he starts on 1st September.</p>	<p>31 October 2022</p>	<p>No</p>	<p>As part of this, Heads of Service are being asked to clarify which officers are responsible for each specific action. This will ensure officers are aware of their CCAP responsibilities.</p>
<p>Contract managers should be made aware of their responsibilities when monitoring contracts and should be trained appropriately to have the skills needed to monitor and review KPIs.</p>	<p>Agreed. Contract managers will be reminded of their responsibilities. The procurement process also highlights the need to review and monitor KPIs.</p>	<p>31 December 2022</p>	<p>No</p>	<p>Training has been provided to over 150 members of staff using the Carbon Literacy Course. This has a strong practical focus and provides the opportunity for Contract Managers to learn how to consider carbon impacts and to manage them through their work. Further Carbon Literacy Training is planned from Jan to March 2023. On the back of this further guidance will be provided through the Code of Procurement Practice as a reminder to contract managers.</p>

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CCTV Services				
All staff on the team should be given health and safety, first aid and fire safety training.	Agreed. This recommendation has been added to all CCTV staff PDPs.	4 October 2022	No	All the highlighted courses have been added to the CCTV staffs PDP's. The CCTV Operations Team Leader is looking at different options for getting the staff onto suitable courses working around shift patterns and rostered days off.
An updated list of upgraded equipment should be sent to the Insurance and Risk Officer.	Agreed. COTL to check and confirm the most recent asset list and get costings for the items. COTL to discuss this with insurance team.	30 November 2022	A new date of 16 December 2022 was suggested and complied with. This date fell within the same reporting window as the original date.	CCTV inventory compiled and sent to Risk & Insurance Officer on 13 December 2022.
Homelessness and Housing Advice				
The links provided in the directory should be reviewed to ensure that they are still active.	<p>Original: The links provided in the directory will be reviewed to ensure that they are still active.</p> <p>Update: Partially completed - target date amended to 30/10/22.</p>	30 October 2022 (Previous target date of 29 July 2022)	No	This is now completed.

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<p>The staff turnover should be monitored and reviewed to see how the change in salary has impacted it.</p>	<p>Original: The uplift in salary for the Homeless Officers has enabled us to recruit to two posts which had been long term vacancies. The service will continue to keep this in review.</p> <p>Update: Awaiting details of staffing update.</p>	<p>30 October 2022 (Previous target date of 29 July 2022)</p>	<p>No</p>	<p>Staff turnover is still high and the change in salary has not helped. Between 1st May 2022 and 30th October 2022 we have employed 9 staff (three Fixed Term Contracts and six temp/agency staff) and five staff have left WDC (four temp/agency staff and one Fixed Term Contract). In light of the continued difficulties recruiting and retaining staff the service is going to be redesigned. This now completed.</p>
Sundry Debtors				
<p>Staff should be reminded to promptly issue one-off invoices and reminder letters.</p>	<p>PAPT issue reminder letters for all debts which are run twice a week. Users are only responsible for issuing one-off invoices, which should be done promptly. A reminder will be issued to staff ASAP. This will also be included as a yearly Intranet reminder as part of the year end process. The Debtor Intranet page contains information on how to raise invoices prior to services being delivered. However, some information/FAQs on the intranet page are showing as old Total processes which will need updating.</p>	<p>30 November 2022</p>	<p>A new date of 16 December 2022 was suggested and complied with. This date fell within the same reporting window as the original date.</p>	<p>E-mail reminder issued to all users on 06/01/2023 and calendar note set to issue a reminder e-mail yearly in January. All Total information on the Debtors page has been updated to CIAnywhere information.</p>

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Staff should be reminded to check that invoices are in line with the correct charges before being issued.	Reminder to staff to be written up and issued ASAP. A yearly reminder will be included within year end guidance and on annual Intranet posts. Debtor Intranet page to be updated.	30 November 2022	A new date of 16 December 2022 was suggested and complied with. This date fell within the same reporting window as the original date.	E-mail reminder issued to all users on 06/01/2023 and calendar note set to issue a reminder e-mail yearly in January. All Total information on the Debtors page has been updated to CIAnywhere information.
Community Services				
The requirements of the lone worker policy should be reviewed to ensure that the Animal Warden is following the guidance issued.	The requirements of the lone worker policy should be reviewed to ensure that the Animal Warden is following the guidance issued.	Completed at the time of final report issue.		
Financial Strategy, Planning and Budgetary Control				
To make the budget book readily available for officers to view, the files available on the Finance page should be reviewed and updated.	The Budget book is available on the WDC Internet page as it is a statutory requirement to publish. This is typical for external purposes and budget managers are advised to use the Finance Management System to review and manage budgets. Any guidance notes referring to the budget book will be updated as necessary.	December 2022.	No	Budget Book for 2022/23 is currently available on the intranet. The Budget book for 2023/24 is currently being prepared and once approved at Council, will be available on the intranet for 1st April 2023.

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The advice and FAQs on the intranet Finance Services pages should be reviewed and updated.	Legacy documents to be removed from Intranet, and relevant pages reviewed and updated as necessary.	December 2022.	Yes – February 2023	The Procurement and Purchasing and Payments sites have been updated ready for the migration to the new intranet. The Accountancy intranet site is under review and will be updated to remove all documents relating to the TOTAL system, and updating the team structure. Expected completion by end of February 2023
The accountancy timetable should be reviewed to ensure it is an adequate control to manage the accountancy tasks and resources available.	Timetable review has commenced and is being updated in line with new deadlines. Resourcing and capacity have been reviewed, with the team fully established following successful recruitment.	December 22 and on going	No	Timetable has been reviewed and is consistently updated with tasks and any updates to meetings. 2023/24 timetable is currently being finalised and will be published before April 2023.
The budget spreadsheets should be reviewed and updated to ensure that current officers only are listed and that the service areas are in line with upcoming changes to the Councils structure.	The team structure is currently being reviewed in line with the recently updated organisational structure, to ensure work is distributed evenly across the team and service managers have a consistent dedicated support resource in accountancy.	December 2022.	No	Team Structure has been completed and linked with the Organisational structure to ensure workload is evenly distributed and skills / knowledge utilised. The Accountancy team is working together to support Business areas and Accountancy Team members on new areas of support. This was implemented in Early December 2022.

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<p>Requests to service managers for updated risk registers, which can then be updated on the Intranet. The Finance Risk register is in its final stages of review and will be updated in October.</p>	<p>Requests to service managers for updated risk registers, which can then be updated on the Intranet. The Finance Risk register is in its final stages of review and will be updated in October.</p>	<p>December 2022.</p>	<p>No</p>	<p>The service-related risk registers are now incorporated into the Service Area Plans. A link to the SharePoint directory where these SPAs are held is now included on the Risk Management and Risk Registers pages of the intranet. The Finance Risk Register has recently undergone a thorough review by the Finance Management team.</p>