

Appendix 2. Overdue and High Priority Recommendations Tracker

Last updated: 14 March 2017

Audit Year (Date Report Issued)	Rec Ref	Original Recommendation	Priority	Managers Original Response	Responsible Officer / Assistant Director	Original Imp Date	Revised Imp Date	Status Update from Management	Status
Grounds Maintenance Report No. 755 December 2015	2	Ensure there is adequate staff resilience to ensure there is not too much reliance on the Finance Officer. This could be achieved by ensuring someone else has been trained and there are documented procedures.	2	It is recognised the work of the GM technical support team form an essential part of the Service and that many of the processes and systems associated with their role are unique to this Service. As part of the GM 'workforce planning' this potential risk was identified and as a consequence, the team have been documenting the various key tasks & procedures. Therefore in agreement with the audit findings, this work will continue in order to help safeguard business continuity. Succession planning is also something management will consider to minimise potential risk to service provision.	General Manager (Neighbourhoods)	31/12/16	30/09/17	<p>Nov 16: The Grounds Maintenance Technical Team have been busy documenting their core duties since the audit and much progress has been made with numerous processes now set out in a 'walkthrough' type format. An office move has caused some delays to completing the recommendation and therefore an extension has been requested and agreed.</p> <p>Jan 17: I can confirm that this work is continuing as agreed in our recent communication, and now detailed in the revised Status Update. Numerous financial and admin processes associated with the work of the GM support team have now been catalogued and these can be evidenced. The GM Service is currently in the process of recruiting a new Tech/Finance officer and they are to be trained in all aspects of this work area in order to build further resilience into the section.</p> <p>Feb 17: The GM Service has now recruited a replacement Finance and Technical officer following the retirement of the previous post holder. The new officer started 13th Feb and is currently receiving relevant Service training. The now comprehensive financial and admin processes detailing the work of the GM support team are being used in the staff training process and are proving invaluable. The process of logging key/new tasks will continue</p>	Complete

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								as necessary.	
Sundry Debtors Audit Report No. 769 June 2016	1	The Sundry Income and Debt Policy should be reviewed and updated to reflect the current debt collection procedures. In addition, the policy/process for refunds should be documented within the Policy.	2	Agreed. The Policy needs updating and expanding to cover refunds.	Risk Management & Insurance Officer	31/10/16	01/04/17	<p>Sept 16: The recommendation will be incorporated together with other amendments previously agreed by Management Board into the policy and submit to the Management Board via the next Corporate Debt Working Group meeting.</p> <p>Oct 16: The next Corporate Debt Working Group meeting will take place in the next couple of weeks where the recommendation will be included (as mentioned above).</p> <p>Nov 16: The planned Corporate Debt Working Group meeting was cancelled. The recommendation will be included in the next meeting.</p> <p>Dec 16: The Corporate Debt Working Group will now take place on 20/12/16.</p> <p>Jan 17: The Sundry Income and Debt Policy was discussed in the Corporate Debt Working Group in December. The policy will be reviewed in Quarter 4.</p> <p>Feb 17: The Risk Management & Insurance Officer has updated the Sundry Debtor Policy and it is now with the Assistant Director (Revenues) who will be making amendments to the policy regarding cheque payments. Once all amendments are completed the policy will be taken to Management</p>	Overdue

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								Board for agreement. March 17: The revised policy has been circulated to members of the Corporate Debt Working Group for agreement at their meeting on 20 March 2017; It will then be presented to Management Board for approval.	