

Appendix C - Priority 1 Recommendations

Report Number/Date	Title	Opinion	Details of original Recommendation	Responsible Officer	Lead Officer	Comments
CORP/01/2020  Finalised 30th September 2021	Information Governance and GDPR	Limited	Management should:- (i) ensure that multifactor authentication is turned on and posture checking (Antivirus, Anti Malware etc) is undertaken on all personal devices prior to allowing access to the Council's information. (ii) provide staff with guidance on how to secure their device by keeping the software up to date, give advice on strong passwords and minimise the storage of personal data on their device and insecure storage such as USB sticks. (iii) consider the security risks highlighted by the ICO and put mitigation arrangements in place to avoid data breaches. (iv) the responsibilities relating to collection, storage and retention of personal data outlined in the personal information online code of practice should be properly understood to ensure that the council (data controller) meets the necessary compliance requirement when using cloud computing and allowing accessibility to data via mobile applications.	Director of Corporate Services	Head of Information Management	Closed - Implemented. See paragraph 3.2.8 of progress report.
CEX/03/2018/AU  Finalised 29th May 2020	Controls to Mitigate the Risk of ICT System Failures	Limited	Management should ensure that :- -The replacement of the electrical mains and generator control is completed by the TFM contractor as soon as possible - A review of the process to escalate outstanding job requests to Arney in a timely and formal manner is undertaken -The roles and responsibilities with regard to the electrical supply on the Civic Centre site and the need to mitigate the risk of system failure and loss of data is clarified.	Director of Corporate Services	Head of Information System Services  Senior Property Manager	Implementation in progress - see paragraph 3.2.4 of progress report.
PLA/02/2021 Finalised 28 September 2022	Drainage Cleaning	Limited	Performance Management  Although there is a KPI in place, the current arrangements for performance management are inadequate as they are not measuring contractual objectives within the overarching contract. A workaround needs to be done as a priority to enable access to the performance data. Technical guidance should be sought to enable the production of the supporting data retrospectively to date.	Director of Environment & Public Protection	Head of Neighbourhood Management	Implementation in progress - see paragraph 3.2.9 of progress report.
PLA/02/2021 Finalised 28 September 2022	Drainage Cleaning	Limited	Management may wish to consider a schedule of monthly payment dates if appropriate. Supporting documentation regarding the approval for payments from the Neighbourhood Officers should be retained.	Director of Environment & Public Protection	Head of Neighbourhood Management	Closed - Implemented. See paragraph 3.2.10 of progress report.
PEO/07/2021	SEND	Limited	Ensure that, in conjunction with the future discussions with the Education & Skills Funding Agency, organisational arrangements are put in place to manage financial demand for SEN placements including the availability of funding: (i) when a placement is approved,  (ii) when any increase in educational needs requiring additional funding is identified from the annual review of a young person's EHC plan, and  (iii) with an estimate of the full life costs of the placement carried out to inform future financial forecasting.	Director of Education	Head of SEN	Due September 2022. Follow up in progress - see Paragraph 3.2.13 of progress report.
CORP/03/2021 finalised 22-03-22	Cyber Security	Limited	See Appendix E - Part 2	Director of Corporate Services	Head of Information Management and Assistant Director HR Organisational Development (Human Resources)	See Appendix E - Part 2
PLA/04/2022, Finalised 05/10/2022	Housing Allocations	Limited	See Appendix E - Part 2	Director of Housing, Planning and Regeneration	Head of Housing Allocations and Accommodation	Due 31 March 2023.
PLA/06/2022 Finalised 28.9.22	Parks Management and Grounds Maintenance	Limited	Availability of documentation to support key contractual decisions There should be an adequate audit trail of supporting documentation for all aspects of the contract and decisions agreed with the provider. This should be held as contract documentation in the shared area and should include any supporting documentation for the performance thresholds and annual review.	Director of Environment & Public Protection	Assistant Director, Carbon Management and Greenspace	Closed - Implemented. See paragraph 3.2.6 of progress report.
PLA/06/2022 Finalised 28.9.22	Parks Management and Grounds Maintenance	Limited	Client Monitoring Function The Department should formalise the LBB client monitoring role and visits, the purpose, target number and reporting. The target number of visits should be achievable, meaningful and deliver an assurance of the contractor's performance with regard to grounds maintenance and their management of the service. The purpose of the client function should be clarified and ensure all aspects of the contract are monitored whilst avoiding duplication.	Director of Environment & Public Protection	Assistant Director, Carbon Management and Greenspace	Due 31 December 2022. Implementation in progress - See Paragraph 3.2.7 of progress report.
PEO/08/2022, Finalised 06/12/2022	Edgebury Primary School	Reasonable	The school should follow its procedure of issuing a loan (orange) card when loaning assets to staff in all circumstances and keep a record of all loans. The school should remove any future missing IT assets from the system immediately, after reasonable initial enquiries. The school should review its procedure for securing its IT assets, restricting the access to designated officers. These officers should then issue IT assets and keep a record of them.	Headteacher	School Business Manager	Due 31 December 2022. Implementation in progress - See Paragraph 3.2.11 of progress report.