

Appendix C - Priority 1 Recommendations

Report Number/Date	Title	Opinion	Details of original Recommendation	Responsible Officer	Lead Officer	Comments
CEX/03/2018/AU Finalised 29/05/2020	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 Amey 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 - The Head of Facilities Management advised that they are currently liaising with IT to agree a time when the installation work for the solution can be carried out.
CORP/03/2021 finalised 22/03/2022	Cyber Security	Limited	See Appendix F (Part 2)	Director of Corporate Services	Head of Information Management and Assistant Director HR Organisational Development (Human Resources)	Closed - Implemented. See Appendix F (Part 2)
PEO/07/2021 Finalised 09/06/2022	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	Director of Education	Head of SEN	Closed - Implemented / Superseded. There is an extensive DSG Deficit Recovery Management Plan (DRMP) in place containing a mix of short, medium and long term actions. This Plan has been shared with the DFE who have not requested any changes or additions. Some actions on this Plan have already been implemented and detailed oversight is provided by CEF PDS and the SEND Governance Board. Therefore, we have closed this as a Priority 1 recommendation to be monitored via Internal Audit as we are satisfied that progress is being made and that sufficient monitoring / oversight of the Plan is in place.
PLA/02/2021 Finalised 28/09/2022	Drainage Cleaning	Limited	Performance Management a) 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. b) Management should take forward the suggested split to the KPI into the three data sets of cyclical, ad hoc and emergency and the necessary management information and monitoring should be put into place. Management advised that currently, this would not be possible as it is not in the contract. This should be considered going forward. c) For future iterations, management should consider contract penalties and whether the amounts are sufficient.	Director of Environment & Public Protection	Head of Neighbourhood Management	a) Implementation in progress - the service needs to undertake further work to ascertain how provider data can be verified. b) and c) Due June 2024 with contract review.
PLA/04/2022, Finalised 05/10/2022	Housing Allocations	Limited	See Appendix F - Part 2	Director of Housing, Planning and Regeneration	Head of Housing Allocations and Accommodation	Due 31 March 2023. In progress - See Appendix F (Part 2).
PLA/06/2022 Finalised 28/9/22	Parks 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. We reported in March 2023 that a new monitoring programme had been designed and was due to be implemented from April 2023. We agreed with the service that we would follow up again in Summer 2023, in order to give new processes time to embed, and enable us to test them for effectiveness. Consequently, no further update is provided at this time.
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	Closed - Implemented. We visited the school in June to review the process to record temporary removal of assets, the IT asset register and the physical security of IT assets. The IT Lead Teacher completed a spot check of IT assets on 26th May and accounted for all items. The formal IT inventory check is scheduled for July 2023 and will be completed and signed off by the 20th July. To strengthen asset management the Head Teacher has introduced a termly IT asset check. There is adequate security for laptops which are stored in locked cabinets after hours. All laptops assigned to teaching staff have been signed for on issue. Staff have been reminded to complete the record sheet, held by the School Business Manager, for any IT asset temporarily removed from the site.