

Appendix C - Priority 1 Recommendations

Report Number/Date	Title	Opinion	Details of original Recommendation	Responsible Officer	Lead Officer	Update October 2023
CEX/03/2018/AU Finalised 29.05.20	Controls to Mitigate the Risk of ICT System Failures	Limited	<i>Data Centre</i> 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	In progress - A solution has been found but no dates have been agreed to undertake the necessary work.
PLA/02/2021 Finalised 28.09.22	Drainage Cleaning	Limited	<i>Performance Management</i> 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	Closed - Implemented. The sub contractor is now providing data to support the Key Performance Indicators.
PLA/04/2022 Finalised 05.10.2022	Housing Allocations	Limited	<i>(Redacted)</i> This recommendation links to the review of the Housing Allocations Policy which is due for completion in February 2024.	Director of Housing, Planning and Regeneration	Head of Housing Allocations and Accommodation	In Progress - The Housing Allocations Policy is currently due to be finalised and approved in February 2024. One part of this recommendation relating to obtaining assurance on client checks undertaken by providers has been implemented.
PLA/06/2022 Finalised 28.9.22	Parks Management and Grounds Maintenance	Limited	<i>Client Monitoring Function</i> 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	In progress. The development of the service handbook/manual is still outstanding. Progress has been slower than originally expected because the contract owner was on sick leave from July 2023 and there has also been a change in the provider's contract manager. Parks for London are due to issue their revised Best Practice Manual and these standards will also be incorporated into the Council's manual where appropriate. The manual is near completion and will then need to be discussed and agreed with the service provider. This is currently envisaged to be the November Strategic Partnership Board.
PEO/11/2022 Finalised 22.9.23	Domiciliary care	Limited	<i>Monitoring arrangements to ensure that clients' needs, and desired outcomes are achieved, and standards of quality are met:</i> Management should review the sources and types of evidence that they will obtain to enable them to assess whether or not outcomes from domiciliary care provision are being met. This should include what key information is required, how it will be obtained, from whom and when, and how it will be analysed and reported to ensure that the needs of clients, desired outcomes and expected quality care standards are being met.	Director of Adult Services	Head of Service, Community Living Commissioning	Not yet due
PLA/05/2022 Finalised 24.08.23	Highways - Management of Major Works	Limited	<i>Compliance with Financial Regulations</i> Management should ensure that: i)the work completed are measured and details of what is being checked is sufficient to allow the Certifying Officers to satisfy themselves that the payment is accurate and due to be paid. ii)Supporting evidence for payment i.e. the Highways Inspector's emails to confirm the final site remeasurement are retained. iii)at least three designated officers were involved in the whole process (ordering / receipt of goods or services / payments approval). iv)All site visits by Highways officers, and their observations are recorded and retained.	Assistant Director, Highways	Highways and Street Lighting Manager	Not yet due
AW / 01 / 2022 Finalised 20.10.23	Domestic Abuse	Limited	<i>Domestic Abuse Strategy and Ownership</i> The Intergenerational Domestic Abuse Strategy needs to be embedded, further publicised, and communicated to all staff and agencies. This could be in part through the Domestic Abuse Employee Policy, when approved and published. This process could be assisted by the appointment of the Domestic Abuse Ambassadors. The Residents Policy should then follow subsequently. A comprehensive process to monitor and document achievement of the priorities within the DA Strategy, should be in place and overseen by the Strategic Board. There needs to be better engagement and acknowledgement of the shared responsibility and ownership in addressing Domestic Abuse throughout the Council, as it is everyone's and every agency's responsibility. The Council needs to embed this ownership, responsibility and awareness of Domestic Abuse, to all staff and services. This could be done through staff training. The Domestic Abuse Ambassadors could attend team meetings within services for the relevant areas, to further increase awareness, supported by the Domestic Abuse Employee Policy. The Bromley website should be updated with an easily accessible page detailing emergency contact details, the strategy and all help and support available.	Assistant Director, Public Protection	Domestic Abuse Lead	Not yet due