

OUTSTANDING RECOMMENDATIONS, 3 MONTHS AFTER FINAL REPORT ISSUE

Audit Name	Assigned to	Final report issue date	Description	Priority	Ref	Target Due Date	Management Comments
Imprest Accounts	Associate Director - Finance (Section 151 officer)	23/08/2013	I recommend that written procedures are developed for administering Imprest and Petty Cash accounts. These should include handing over procedures for when post-holders change or are on leave.	4	22525	31/12/2013	Guidance note reviewed and awaiting final sign off and approval. New deadline is 31/3/2015
Licensing	Associate Director - Environment, Waste & Leisure	08/11/2013	I recommend that a fully costed breakdown of the fees and charges is maintained in order to justify a challenge to the charge levied.	3	23069	28/02/2014	Environment Services, Fleet have engaged with finance to ensure final accounts are available annually. This work has been completed by finance and a meeting planned with Head of Service to review. This will be complete before the fees & charges book is produced for February 2015.
Licensing	Associate Director - Public Health & Public Protection	08/11/2013	I recommend that the password structure be amended to ensure it complies with the Wiltshire Council Password Policy.	3	23135	28/02/2014	Northgate updating M3 across council in Jan / early Feb to ensure all users are on same version. Following this increased support will be provided and password structure issues will be included within development plan.
Quality Assurance Checks	Associate Director - Legal & Governance	27/11/2013	I recommend that the Information Assurance Team continue to devise a new Assurance Check around Firewalls in order to check rules, ensure patching and that all unnecessary services have been disabled. It would also be useful to include the details and results of any penetration testing results done by third parties in the Assurance Checks SharePoint area, so that all assurance material is kept in one area and is available to those who need to see it. Other items could be added over time to provide a comprehensive security portfolio.	3	22126	31/03/2014	Work is ongoing between Information Assurance and ICT Services in developing effective checks around firewalls. The results of the penetration testing due to be carried out shortly will be retained in the Assurance Checks Sharepoint area.
Quality Assurance Checks	Associate Director - Legal & Governance	27/11/2013	I recommend that the Information Assurance Team ensure clear reporting lines and reporting procedures are included in the Assurance Checks documentation to ensure that the right people know when there is an issue with any of the checks and can also determine if any of the checks have not been undertaken.	3	23174	28/02/2014	Reporting and escalation arrangements are being developed between Information Assurance and ICT. These include highlight reporting to the Information Assurance Steering Group
Quality Assurance Checks	Associate Director - Legal & Governance	27/11/2013	I recommend that a defined escalation process be devised between Governance and Information Services so that all identified threats can be followed up in a timely manner. This will ensure that the Council gains the most benefit out of the Assurance process as far as comfort and robustness are concerned.	4	23175	31/03/2014	Reporting and escalation arrangements are being developed between Information Assurance and ICT. These include highlight reporting to the Information Assurance Steering Group
Passenger Transport Safeguarding	Associate Director - Highways & Transport	03/12/2013	I recommend that the General Terms and Conditions for Passenger Transport contracts should be reviewed to ensure all details are up to date, in particular the safeguarding clause.	3	22978	31/01/2014	The terms & conditions are now in draft form and have the most up to date clauses regarding safeguarding. It is hoped to get the draft approved by legal by the end of January and then circulated for comment internally, with new contracts from the 1st March 2015 using the new terms and conditions.
Passenger Transport Safeguarding	Associate Director - Highways & Transport	03/12/2013	I recommend that the handbooks for drivers and passenger assistants be reviewed together, alongside the new safeguarding policy and contract terms and conditions, so both handbooks contain consistent information and advice.	3	23128	28/02/2014	The drivers handbooks and other associated literature have also been updated and will be distributed along with the terms and conditions i.e. the same timescales.
Payments outside SRM	Associate Director - People & Business Services	05/12/2013	I recommend that the Accounts Payable Manager ensures that guidance will be issued to define when an FB60 payment request is to be used. This should include confirmation of when an FB60 form should be used and a revision of the list of exemptions.	4	23358	30/04/2015	The FIT project has been disbanded and moved over to business as usual developments within service areas. These processes will be picked up again from June 2015 with a new project run by Business services Finance to improve Accounts payable processes of which this element will be part.
Payments outside SRM	Associate Director - People & Business Services	05/12/2013	I recommend that the FIT Review Project Team aim to make arrangements for scanning all invoices and payment requests to aid the payments process.	3	23423	30/04/2015	The FIT project has been disbanded and moved over to business as usual developments within service areas. These processes will be picked up again from June 2015 with a new project run by Business services Finance to improve Accounts payable processes of which this element will be part.
Payments outside SRM	Associate Director - People & Business Services	05/12/2013	I recommend that the FIT Review Project Team should ensure that clear, concise, head line guidance is provided on the Council's Intranet, The Wire, that joins up the various processes and is available in one area. Council officers should be able to go to one webpage and be told what they have to do to make a purchase that complies with Council rules and regulations and how the payment is expected to be processed.	4	23425	30/04/2015	The FIT project has been disbanded and moved over to business as usual developments within service areas. These processes will be picked up again from June 2015 with a new project run by Business services Finance to improve Accounts payable processes of which this element will be part.
Payments outside SRM	Associate Director - People & Business Services	05/12/2013	I recommend the FIT Review Project Team ensures awareness is increased among all Council staff involved in procurement and purchasing of the preferred processes that should be used and that a more rigorous regime will be applied to enforce compliance.	4	23426	30/04/2015	The FIT project has been disbanded and moved over to business as usual developments within service areas. These processes will be picked up again from June 2015 with a new project run by Business services Finance to improve Accounts payable processes of which this element will be part. More emphasis will be placed on communication and engagement with staff
Payments outside SRM	Associate Director - People & Business Services	05/12/2013	I recommend that the FIT Review Project Team consider approaches to change the culture from doing things the way it has been done to encouraging officers to ask is this the correct way to order and pay for goods and services on behalf of the Council.	4	23427	30/04/2015	The FIT project has been disbanded and moved over to business as usual developments within service areas. These processes will be picked up again from June 2015 with a new project run by Business services Finance to improve Accounts payable processes of which this element will be part. More emphasis will be placed on communication and engagement with staff

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Payments outside SRM	Associate Director - People & Business Services	05/12/2013	I recommend that the FIT Review Project Team look at training and guidance materials to consider if this can be rationalised and co-ordinated so officers understand the process from ordering to payment through to recording costs for budget monitoring. Also, to target refresher training to service areas where procurement and payments knowledge is likely to have been lost or reduced due to structural change.	4	23428	30/04/2015	The FIT project has been disbanded and moved over to business as usual developments within service areas. These processes will be picked up again from June 2015 with a new project run by Business services Finance to improve Accounts payable processes of which this element will be part. More emphasis will be placed on backdated and ongoing training needs.
Debt Management	Associate Director - People & Business Services	06/12/2013	I recommend that service management and staff should ensure that they are aware of their service area's responsibility for debt management and this should be in line with corporate guidance.	4	23551	30/11/2014	The FIT project has been disbanded and moved over to business as usual developments within service areas. These processes will be picked up again from June 2015 with a new project run by Business services Finance to improve Accounts payable processes of which this element will be part. More emphasis will be placed on communication and training with staff and budget managers
Debt Management	Associate Director - People & Business Services	06/12/2013	I recommend that services use debtor reports so that debts are regularly reviewed and monitored.	4	23578	31/01/2014	The reports have been devised but have yet to be rolled out to all service managers
Contract Clauses	Associate Director - Corporate Function & Procurement	25/02/2014	The latest 'Procurement and Contract Rules' should be reviewed to ensure no details have been overlooked in particular contracts over £100,000 being required to be overseen by Legal Services and where necessary, for those with material value, for continued involvement with Legal Services. This should then be communicated to all staff involved with tenders and contracts so that they are aware of this requirement.	5	23172	31/05/2014	The procurement review (restructure) has been delayed slightly and the revision of the rules to reflect the new arrangements and changes in law will follow from its conclusion.
Contract Clauses	Associate Director - Corporate Function & Procurement	25/02/2014	I recommend that procedures should be put in place to ensure all contracts are included in the Contracts Register.	4	23312	01/01/2016	Work is underway to identify and collect all contracts which are not yet held corporately in accordance with the Transparency Code requirement to publish this information. Significant progress has been made and updates are being reported to the Corporate Procurement Board to ensure all gaps are filled in a timely manner
Contract Clauses	Associate Director - Corporate Function & Procurement	25/02/14	I recommend that the Contracts Register is adapted to include a record that Legal Services have been made aware of all contracts with an estimated value of over £100,000. This will evidence Legal Services involvement.	3	23523	01/01/2016	Once effective category management has been implemented following the procurement review resources will be in place to more effectively ensure that this happens.
Homes 4 Wiltshire	Associate Director - Adult Care Commissioning & Housing	10/03/2014	I recommend that the Council introduces restrictions through the software used in the bidding process to prevent customers from bidding on properties they do not qualify to occupy.	3	23146	30/09/2014	The new policy has all the required restrictions and we have developed the IT system to go with it. The 8 week transition period commenced on the 9th December to allow for all applicatios to be re registered. We go live with the new policy on 3rd February 15
Homes 4 Wiltshire	Associate Director - Adult Care Commissioning & Housing	10/03/2014	I recommend that the RSL's should be required, as part of the Homes 4 Wiltshire scheme to make their own Lettings Policies available to prospective tenants.	3	23216	30/09/2014	All lettings policies are being requested and are being made available
Payroll	Associate Director - People & Business Services	07/04/2014	I recommend that starter forms should be fully completed, whether for councillors or co-optees.	3	24380	31/07/2014	Confirmation that this action is working will not be possible yet as it is not anticipated that there will be new members until the next election in May 2017.
Payroll	Associate Director - People & Business Services	07/04/2014	I recommend that special responsibility allowances should be notified to payroll using a standard form which facilitates the correct treatment of multiple special responsibility allowances.	3	24381	31/07/2014	This is not a current priority as new members are not expected until the next election in 2017. However steps are being taken to reinstate the spreadsheet so suggest a target due date to get the spreadsheet reinstated is changed to 31/05/15
WC_QL Housing Management System	Associate Director - Adult Care Commissioning & Housing	14/04/2014	I recommend that enquiries are made with the system supplier, Aareon, to ascertain whether a report can be produced to show the date of activities such as the locking of a User Account. This is to provide management with evidence that such tasks are undertaken within acceptable timescales.	3	24433	30/09/2014	Amendments have been made by the software supplier but pending ICT resources to install the upgrade.
Accounts Receivable	Associate Director - People & Business Services	17/04/2014	I recommend that the Finance Director ensures the Corporate Write off Policy is finalised and issued.	4	24130	30/04/2014	This has not been looked at since the last review, but as part of business as usual this policy will be picked up and completed.
Flexible Working	Associate Director - People & Business Services	24/04/2014	I recommend that all flexible working application requests should be completed and retained on the HR employee record system. This will allow for meaningful oversight across the organisation and ensures that all HR matters are retained on the employee files should there be any future disputes around flexible working discussions.	3	24877	25/04/2014	There is a current delay in implementing this as the server supporting HR Direct and The Wire has been down since prior to Christmas, so no updates to any information on HR has been possible. Suggest a revised date for completion of 31 January 2015 subject to the server problems being rectified
File Storage (Manual Files)	Associate Director - Legal & Governance	12/05/2014	I recommend that a Corporate initiative is set up whereby all services are to identify all boxes within their area, and are to label and catalogue them according to the most recent policies and procedures. Whilst it is acknowledged that this is a huge task, this is an opportune time to undertake this as part of the project for storage of files/IT equipment/office furniture. In turn this will provide a base point from which new information can be added, and the Council will know what information it holds and therefore, when it should be disposed of.	5	23294	31/07/2014	Significant progress has been made in addressing the issues identified in this audit through improved storage of manual records and in moving towards greater digitisation of our records. We are reviewing the council's information management arrangements to secure the necessary long term improvements in the management of digital and manual records.
File Storage (Manual Files)	Associate Director - Legal & Governance	12/05/2014	I recommend that the clear and readily available information relating to the retrieval of files at Bourne Hill be adapted to apply across the rest of the Council so that anyone can find out how to retrieve files from anywhere without having to email people for advice or spend time on fruitless intranet searches.	4	23295	30/04/2014	Significant progress has been made in addressing the issues identified in this audit through improved storage of manual records and in moving towards greater digitisation of our records. We are reviewing the council's information management arrangements to secure the necessary long term improvements in the management of digital and manual records.

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File Storage (Manual Files)	Associate Director - Legal & Governance	12/05/2014	I recommend that the boxes of files currently held at Crown and ReStore are included in the review outlined in Recommendation 1.1. This would enable the Council to know what all the information is, destroy the information no longer needed, and therefore cut down on storage costs. In addition, the environmental factors would be known and could be insured accordingly.	4	23297	31/07/2014	Significant progress has been made in addressing the issues identified in this audit through improved storage of manual records and in moving towards greater digitisation of our records. We are reviewing the council's information management arrangements to secure the necessary long term improvements in the management of digital and manual records.
File Storage (Manual Files)	Associate Director - Legal & Governance	12/05/2014	I recommend that a review of all intranet documentation relating to Information Management is undertaken so that only up to date and consistent guidance is available. This would cut down confusion and make pertinent information easier to find.	3	23298	31/03/2014	Significant progress has been made in addressing the issues identified in this audit through improved storage of manual records and in moving towards greater digitisation of our records. We are reviewing the council's information management arrangements to secure the necessary long term improvements in the management of digital and manual records.
File Storage (Manual Files)	Associate Director - Legal & Governance	12/05/2014	I recommend that it may be of benefit to have a regular review of each service's information management regime, to ascertain whether on-going evaluations of information, storage and disposals actually take place, to avoid unnecessary hoarding and costs.	3	23299	31/03/2014	Significant progress has been made in addressing the issues identified in this audit through improved storage of manual records and in moving towards greater digitisation of our records. We are reviewing the council's information management arrangements to secure the necessary long term improvements in the management of digital and manual records.
File Storage (Manual Files)	Associate Director - Legal & Governance	12/05/2014	Each Service undertakes an exercise to ensure that precise time spans are inserted into the Retention Schedule rather than just inserting 'Best Practice', so that there is no ambiguity as to how long types of information should be held before destruction takes place.	4	23300	31/03/2014	Significant progress has been made in addressing the issues identified in this audit through improved storage of manual records and in moving towards greater digitisation of our records. We are reviewing the council's information management arrangements to secure the necessary long term improvements in the management of digital and manual records.
File Storage (Manual Files)	Associate Director - Legal & Governance	12/05/2014	I recommend that the Information Assurance and Policy Officer for Information Management should undertake regular reviews on how information is managed within services, but should not be involved in the day to day practicalities of information management so that he does not have a segregation of duties conflict between what he does and what he reports. His regular reviews should be reported to Heads of Service so that any lack of control can be highlighted to a staff member with enough authority to take steps to mitigate it.	3	23301	31/03/2014	Significant progress has been made in addressing the issues identified in this audit through improved storage of manual records and in moving towards greater digitisation of our records. We are reviewing the council's information management arrangements to secure the necessary long term improvements in the management of digital and manual records.
Housing Rents	Associate Director - Adult Care Commissioning & Housing	16/05/2014	I recommend that a procedure is developed which covers all aspects of housing rent arrears recovery and monitoring to ensure staff are aware of their roles and responsibilities in this respect.	4	24665	30/06/2014	We are still awaiting approval of policies by Housing Board – Housing Managers are reviewing policies on 15/16th January 2015 after which final drafts will be submitted to Housing Board. As soon as final drafts are approved we will look to produce the <u>procedure and inter-team protocols for current arrears and FTA's</u>
Housing Rents	Associate Director - Adult Care Commissioning & Housing	16/05/2014	I recommend that arrangements for the referral of former tenant arrears for tracing or County Court judgement are instigated as soon as possible given the marked increase in former tenant arrears balances.	4	24668	30/06/2014	Post now filled (as of 01/12/14) Income Manager and New FTA Officer are working way through FTA's and creating new procedure to deal with former accounts. Policy and procedure in draft.
Housing Rents	Associate Director - Adult Care Commissioning & Housing	16/05/2014	I recommend that all former tenant arrears cases be reviewed to establish whether they can be economically and realistically recovered.	4	24670	30/06/2014	Post now filled (as of 01/12/14) new officer is working through list of FTA to establish which have a realistic chance of recovery – if not they will be presented to Head of Business & tenancy services for write off. There are approx 240 accounts which we aim to review by end of February 2015.
SAP IT Key Control	Associate Director - People & Business Services	12/06/2014	I recommend that the Application Support Manager liaise with CGI to review and update the Security Policy.	3	23962	01/10/2014	A recent (14/10/14) decision to extend ongoing application support with CGI but remove hardware hosting from the contract means that this document will require significant reworking as part of the service transition. This will be completed following the contract amendments due in early Feb 2015.
SAP IT Key Control	Associate Director - People & Business Services	12/06/2014	I recommend that the Application Support Manager reviews the users with access to submit programs for background processing in BIP430 and ERP400 and removes access where unnecessarily allocated.	3	24421	01/11/2014	Corp Finance assessing options and approach to resolve this issue on an ongoing basis but users reviewed and no risks assessed. SAP Support Team advised of 3 options in April 2014.
SAP IT Key Control	Associate Director - People & Business Services	12/06/2014	I recommend that the SAP Specific Change Management Process be reviewed and amended to firstly reflect the change from Logica to CGI, secondly provide distinction between the types of changes transported and how these should be managed and thirdly provide more guidance regarding the type and level of testing required.	4	24761	30/11/2014	Revised procedures designed and documented. Change management review meeting with SWAP Auditor booked for 14/01/15 to validate updated documentation and processes.
SAP IT Key Control	Associate Director - People & Business Services	12/06/2014	I recommend that each transport clearly identifies the classification of the change - to includes classifications such as master data, configuration or program.	3	24762	30/11/2014	Revised procedures designed and documented. Change management review meeting with SWAP Auditor booked for 14/01/15 to validate updated documentation and processes. Once confirmed, action complete.

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SAP IT Key Control	Associate Director - People & Business Services	12/06/2014	I recommend that requests and approvals are retained for all transports.	3	24824	30/11/2014	Revised processes have been defined and reviewed. Advised to team as interim measure, pending final sign off of change management documentation. Meeting with SWAP Auditor booked for 14/01/15 to validate updated documentation and processes Once confirmed, action complete.
SAP IT Key Control	Associate Director - People & Business Services	12/06/2014	I recommend that the SAP Transport Spreadsheet records all test outcomes for all environments regardless as to the type of change and who completed the testing.	3	24825	30/11/2014	Change management review meeting with SWAP Auditor booked for 14/01/15 to validate updated documentation and processes. Once confirmed, action complete.
SAP IT Key Control	Associate Director - People & Business Services	12/06/2014	I recommend that evidence of the type and level of testing is retained for all transports. A description of the type and level of testing should be recorded on the SAP Transport Spreadsheet in the comments box for each environment.	3	24826	30/11/2014	Change management review meeting with SWAP Auditor booked for 14/01/15 to validate updated documentation and processes. However it should be noted that the recommendation in its current form refers to all transports which is not appropriate. The change processes have been reviewed to cover testing of transported changes to a level appropriate to the transport content and business risk/impact
SAP IT Key Control	Associate Director - People & Business Services	12/06/2014	I recommend that changes are tested by both the business and IT.	3	24827	30/11/2014	Change management review meeting with SWAP Auditor booked for 14/01/15 to validate updated documentation and processes. The change processes have been reviewed to cover testing of transported changes by resurces appropriate to the nature and type of changes, and in accordance with the business risk/impact.
Civica Cash Receipting	Associate Director - Finance (Section 151 officer)	16/06/2014	I recommend that the Council develops a System User Policy for the Civica system to set out the rules and requirements applicable to staff using the system to ensure they can be held accountable for their actions.	4	24334	31/07/2014	Agreement by Information Assurance Steering Group in January 2015 to conduct a PCI review with Security Metrics. The output from this will be incorporated in a user requirements document.
Departmental management of Freedom of Information Requests, Subject Access Requests and Complaints	Associate Director - Legal & Governance	04/07/2014	I recommend that Wiltshire Council should identify officers responsible for carrying out FOIs, SARs and complaints and provide them with the relevant training.	3	25194	04/07/2014	We have undertaken a systems review of the council's arrangements for dealing with FOI /SAR and DPA requests and will be making efficiency improvements as part of the wider review of information management within the council
Departmental management of Freedom of Information Requests, Subject Access Requests and Complaints	Associate Director - Legal & Governance	04/07/14	I recommend that services in response to requests should document an estimated number of hours to complete the requests. This should be sent to CGT to be logged onto the system for the individual requests. From this the amount of resources used to action requests in services and across the authority as a whole can be determined.	3	25319	04/07/2014	We have undertaken a systems review of the council's arrangements for dealing with FOI /SAR and DPA requests and will be making efficiency improvements as part of the wider review of information management within the council
Energy Management	Associate Director - People & Business Services	18/07/2014	I recommend that, in future, energy usage benchmarking should be performed on a more formalised and comprehensive basis.	3	25259	30/04/2015	Process being developed and will be introduced from 1/4/2015
Energy Management	Associate Director - People & Business Services	18/07/2014	I recommend that the Master DEC Register listing council properties and certificate expiry dates is endorsed to show where school site records are only partially complete due to DEC certification being awaited.	3	25260	30/04/2015	Will be completed by end of January 2015
Legionella and COSHH	Associate Director - People & Business Services	01/09/2014	I recommend that on an annual basis, Occupational Health obtain a list of all Local Authority maintained schools not in the pooling scheme. This will assist them to follow up any schools that have not indicated on their annual return that they have been assessed for legionella.	3	23498	30/04/2015	Occupational Health will obtain list from Property and cross-reference against non-pool schools to identify any omissions
Legionella and COSHH	Associate Director - People & Business Services	01/09/2014	I recommend that the Legionella Policy held by Strategic Property Services be reviewed and updated. Consideration should also be given to publishing it on the intranet.	3	23163	30/04/2015	Policy reviewed and updated.Responsible Person training for Contract Managers arranged for 11th Febuary. Compliance Delivery Manager undertaking feasibility for publishing on intranet as part of wider project.
Employment Tracking	Associate Director - People & Business Services	05/09/2014	I recommend that a regular check is carried out on posts within all establishments to confirm the records in SAP represent the actual posts available, as agreed with Finance, and reflects whether each post is occupied or vacant.	4	25105	01/04/2015	Work to action this recommendation is still taking place. Target date still 1/04/2015. This is a joint action for HR and Finance.
Employment Tracking	Associate Director - People & Business Services	05/09/2014	I recommend that before Business Services make changes to establishments in SAP that approval is provided by Finance as evidence that budget parameters have been discussed and agreed with the establishment manager.	4	25106	01/04/2015	Work to action this recommendation is still taking place. Target date still 1/04/2015. This is a joint action for HR and Finance.
Employment Tracking	Associate Director - Corporate Function & Procurement	05/09/2014	I recommend that the general ledger cost codes are provided to all managers along with definitions that make it clear what the distinctions are for the range of codes relating to agency workers, interim workers and consultants. Managers who engage people within these groups should be reminded to ensure that the appropriate general ledger cost code is always used when authorising payments.	3	25099	31/10/2014	To be issued with 2015/16 budget

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Employment Tracking	Associate Director - Corporate Function & Procurement	05/09/2014	I recommend that the full backing of CLT is sought to ensure all Associate Directors respond in full to the request originating from the Corporate Procurement Unit so that all consultants / agency and contracted workers can be accounted for, appraised and appropriate action taken to avoid the risk of being fined by HMRC.	5	25100	31/10/2014	CLT approved and will continue to monitor
Employment Tracking	Associate Director - Corporate Function & Procurement	05/09/2014	I recommend that a process is put in place for informing HR about all people who are directly engaged and paid to work for the Council off payroll and to provide an assessment of their employment status. The process should be documented and the assessment retained as evidence to demonstrate the application of HMRC regulations in deciding the terms of engagement and payment.	4	25102	30/10/2014	Reviewing
Employment Tracking	Associate Director - Corporate Function & Procurement	05/09/2014	I recommend that legal assurance is obtained to confirm that the Council will not be liable for scrutiny or risk of financial penalty for workers engaged through an arrangement with Comensura before entering into the agreement.	4	25104	31/10/2014	Reviewing
Independent Reviewing Process	Associate Director - Children's Commissioning & Performance	15/09/2014	I recommend that the current system for keeping records of consultation and invitations to review meetings is re-examined with the intention of ensuring that a proper record is maintained. Ideally these letters should be generated and stored within the CareFirst system, but this is a matter for the software supplier to address.	3	25703	15/12/2014	Will be part of the Care Store Project to be implemented January 2015
Independent Reviewing Process	Associate Director - Children's Commissioning & Performance	15/09/2014	I recommend that the CareFirst system should be adapted to provide a prompt that a review is overdue through exception reporting, although I acknowledge that this would be a matter for the software supplier to address.	3	25768	15/12/2014	To be taken to the Care first Board for action, Feb 2015