

No.	Recommendation	Actions	Responsible officer	Start Date	Completion Date	Status
Priority: High						
1	Developing a clear view of where partnership resources can be focused to improve service outcomes (LINKED TO REFERENCE 10)	Resource Mapping exercise undertaken and presented to LSP board	Paul Taylor	Feb-10	Aug-10	Underway
		Decisions made by the LSP on the future allocation of resources	Paul Taylor	Aug-10	Apr-11	Planned
2	Monitoring effectiveness of counter fraud partnership with Tunbridge Wells	Provide the Cabinet Member for Corporate Services and the Corporate Services Overview and Scrutiny Committee with an update on the operation of the counter fraud partnership	Steve McGinnes	Jul-10	Aug-10	Planned
3	Addressing the outstanding learning and development issues from the IIP reassessment and equality impact assessments	Create action plan of outstanding L&D issues to be implemented before reassessment	Claire Hayes	Apr-10	Jan-11	Planned
		Undertake child protection training	Claire Hayes	Feb-10	Apr-10	Planned
		Include Transgender training on the new corporate training calendar	Claire Hayes	Jun-10	Jun-11 To be monitored for 1yr to ensure action is	Planned
4	Improve areas of weakness where Audit reports have shown a level of assurance lower than substantial one area remains outstanding since March 2009:	Undertake six monthly follow-up review by Internal Audit on these areas to ensure recommendations have been implemented	Brian Parsons	Mar-10	Sep-10	Planned
5	Further work is required to build on work currently undertaken by the Council with partners on delivering outcomes for the public.	Actions to be addressed under UOR 2 and UOR 5	Zena Cooke	Nov-09	Sep-10	Underway

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Priority: Medium						
6	Develop and implement a Waste and Recycling Strategy	Research existing strategies, particularly amongst waste partnerships	Jenny Gosling	Feb-10	Mar-10	Underway
		Develop a short strategy for the Cabinet Member for Environment to approve	Jenny Gosling	Mar-10	Apr-10	Planned
		Implement Waste and Recycling Strategy	Jenny Gosling	May-10	May-10	Planned
7	Ensure that the finance section has the appropriate skill mix to meet the more challenging reporting requirements of IFRS.	Annual Training Programme of Seminars and Workshops	Paul Riley/Claire Hayes	Oct-09	Mar-10	Underway
		Undertake Internal Development of team members through cross training		Mar-10	Jun-10	Planned
		Enhance team through filling vacancy	Paul Riley	Feb-10	n/a	Complete
8	Implement strategies for managing the expectations of consultees	Review of consultation handbook and toolkit carried out as par of communication strategy	Roger Adley	Sep-09	Dec-09	Completed
		Present handbook and toolkit to members and officers	Roger Adley	Mar-10	Mar-10	Planned
		Actions developed to manage the expectations of consultees	Roger Adley/Angela Woodhouse	Jun-10	Jul-10	Planned
9	Demonstrating improved service delivery and customer satisfaction from Council initiatives (eg Gateway)	Evaluate results from the 2009 mystery shopping exercise	Sandra Marchant	Feb-10	Jun-10	Underway
		Undertake mystery shopping exercise and evaluate results	Sandra Marchant	Jul-10	Jun-11	Planned
		Benchmark performance of Contact team through KCSNG	Sandra Marchant	Mar-10	Oct-10	Planned
		Undertake bench national one stop shop benchmarking group	Sandra Marchant	Apr-10	Feb-11	Planned
		Review customer care charter	Sandra Marchant	Jan-10	Apr-10	Underway
10	Ensuring evolving partnerships maintain principles of good governance (LINKED TO REFERENCE 1)	Carry out assessments of key partnerships	Paul Taylor	Nov-09	Apr-10	Underway
		Review partnership protocol	Paul Taylor	Aug-10	Sep-10	Planned

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11	The council considers and tracks with its significant partners the impact on users when making decisions on reducing costs.	Work with KCC to coordinate the effects of savings on inter-organisations	Paul Riley	Dates not set yet	Dates not set yet	Planned
		Expand the consultation on the budget strategy and the MTFS to include the impact of the identification savings with partners	Paul Riley	Sep-10	Dec-10	Planned
		Work with the LSP on the resource mapping project and feed into the MTFS	Paul Riley	Feb-10	Dec-10	Planned
12	Progress and monitor action plans to improve satisfaction on those services where one in five people were dissatisfied with the service.	Assess the possible use of mosaic to raise satisfaction	Georgia Hawkes	Apr-10	Sep-10	Planned
		Continue to monitor the action plans and present reports to Cabinet	Georgia Hawkes	Jul-09	Oct-10	Underway
		Assess the appropriateness of the actions within action plans in relation to 2010 results	Georgia Hawkes	May-10	Jun-11	Planned
		Identify any patterns or trends following the completion of the second survey	Georgia Hawkes	Jun-11	Sep-11	Planned
13	The authority has made a commitment to carbon reduction and has established a Climate Change Strategy. Ensure that the Strategy is successfully implemented over the next three years.	To develop the Carbon Reduction Action Plan in conjunction with the Energy Saving Trust One-to-One Programme	Jennifer Hunt	Nov-09	Apr-10	Underway
		To implement the actions of the Carbon Reduction Plan and report back progress and update the action plan on a yearly basis	Jennifer Hunt	Apr-10	This will be monitored for a year through the	planned

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Priority: Low						
14	The Council should seek technical advice when accounting for complex capital transactions. The proposed course of action should then be discussed with the external auditor at an early stage so that the accounting treatment can be agreed at a prior to productions of draft financial statements	Ensure that all future quarterly review meetings with Auditor include an agenda item on issues that may involve complex accounting transactions.	Paul Riley	Mar-10	This will be monitored for a year through the CIP to ensure that it is embedded	Planned
15	The Council should review asset valuations at each year-end considering both impairment and other material changes in asset values	Request, as part of annual review of 20% of assets, an assessment of material changes in all asset values.	Paul Riley/Chris Finch	Mar-10	May-10	Planned
16	Once the Council has taken a decision to dispose of an asset this should be re-categorised from operational assets to non-operational assets, surplus for resale, and revalued to market valuation obtained prior to sale in accordance with the SORP	Identify process in closedown procedure and formally reconcile actions with asset sales detailed in usable capital receipts / cabinet member decisions	Paul Holland	Mar-10	May-10	Planned

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17	Prime council tax records should be retained until completion of the annual audit, and otherwise in accordance with the Council's document retention policy.	Set up share point site accessible to revenues team to hold records of VO balancing	Steve McGinnes	Jun-09	n/a	Completed
		Formalise the document retention policy to include reviews and embed the policy throughout the team	Steve McGinnes	Apr-10	May-10	Planned
18	Promoting the role of the Audit Committee in ensuring action plans are implemented and contributing to risk identification	Consideration given to a review being carried out across the four MKIP authorities of the audit committees.	Brian Parsons	Feb-10	Mar-10	underway
		Commission the IDeA to carry out a review of the Council's Audit Committee The role of the Committee in ensuring action plans are implemented and risk identification will be considered as part of the review.	Brian Parsons	Mar-10	Jun-10	planned
		Present findings to the Audit Committee on the options for future development.	Brian Parsons	Jun-10	Jun-10	planned