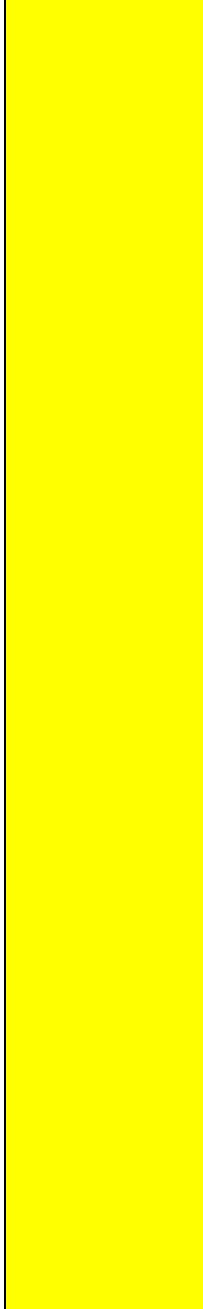


Follow up of Significant Issues on AGS 2009/10

Ref	Issue	Agreed Actions on AGS	Current Position	RAG
AGS 1	<p>Economic Downturn & Financial Challenge to the Council</p> <p>The Economic Downturn issue was raised in the 2008/9 Annual Governance Statement and at that time the impact of the recession was only just being felt by Services and the Community. During 2009/10 the Council's Cabinet and Corporate Performance & Resources Overview & Scrutiny Panel received regular monitoring reports on the Council's pro-active efforts to reduce the impact on the Community through the use of its recession reserve. It remains too early to say whether the recession is fully behind us as recovery in the economy is still weak and there remains the risk of a 'double dip'.</p> <p>During the year, the demand for Council Services has changed and the Council has responded to the financial challenge of managing budgets in key areas within the Customer Services Directorate. The organisational change process was complex and required staffing issues to be managed.</p> <p>The 22nd June 2010 Emergency Budget announced a significant reduction in public sector spending and the savings required will impact on service provision.</p>	<p>In relation to support to the local economy the majority of actions were complete as at end of year when a full report on the use of Recession Reserve was made to Cabinet.</p> <p>The Financial Challenge to Council Services is being assessed in detail following the elections, the appointment of a Coalition government and the 22nd June Emergency Budget.</p> <p>The Council has made prudent assumptions of the likely impacts on its budget and services have started the Medium Term Resource and Service Plan exercise early. The assumptions will be updated when the impact of the Emergency Budget has been analysed and these will then be reviewed again following the Comprehensive Spending Review scheduled for the 20th October 2010.</p>	<p>Risks & related action plan being monitored through the Corporate Risk Register – Risks 15 & 16.</p> <p>Current Status of actions as at Qtr 3 2010/11 – “On Target”</p>	

<p>AGS 2</p>	<p>Bath Transport Package</p> <p>During 2009/10 the Bath Transport Package continued to progress, however it received 'significant public interest' which is a key criteria for consideration.</p> <p>Events during 2009/10 included:</p> <ul style="list-style-type: none"> ▪ 20th May 2009 – 4 planning applications comprising the Bath Transport Package submitted to Development Control Committee. Three of the applications approved, the fourth (Newbridge Park & Ride and Bus Transit System) was deferred to obtain further technical detail. ▪ 6th Aug 2009 – Applications for Newbridge Park & Ride / BTS and A4 Eastern Park & Ride subject to consideration by Secretary of State. ▪ 8th October 2009 – Government announced two outstanding applications will not be subject to Public Enquiry. ▪ November 2009 – Decision Notices for Newbridge Park & Ride / BTS and A4 Eastern Park & Ride issued. ▪ February 2010 – Compulsory Purchase Orders – Council serve 'Statement of Case for Making the Order' for each CPO. <p>Further developments:</p> <ul style="list-style-type: none"> ▪ May 2010 – Public Inquiry date of 1st September to decide on compulsory purchase of parcels of land in Bath. ▪ June 2010 – Government announcement that the Public Inquiry is to be postponed. ▪ June 2010 – Emergency Budget and scheduling of the Capital Spending Review for 20th October 2010. <p>There remain significant funding risks as the project proceeds and the situation will therefore need to be carefully monitored and managed.</p>	<p>1. Action taken & required to prepare for a Public Inquiry will be monitored through the Council's Built Environment Leadership Group & the Transport Board.</p> <p>2. Government Funding plans will be monitored and reported to Cabinet. In the mean time, further expenditure will be minimised pending the outcome of the comprehensive spending review.</p>	<p>Risk & related action plan being monitored through the Corporate Risk Register – Risk 13.</p> <p>Current Status of actions as at Qtr 3 2010/11 –</p> <p>Action 4 - "On Target"</p> <p>Action 6 - "On Target"</p>	
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<p>AGS 3</p>	<p>Severe Weather</p> <p>Between the 5th and 15th January severe weather was experienced both locally and nationally resulting in heavy snow falls, severe ice and freezing temperatures within the B&NES region.</p> <p>The results of this weather impacted directly on the ability of all sectors of business and Council Services to continue to deliver their full range of services. In these situations this inevitably places significant strain on front-line and critical services where services have the biggest impact both on the community and vulnerable individuals.</p> <p>The situation was exacerbated in key areas such as refuse by a period of cold weather pre-Christmas and the impact of the Christmas holidays which meant delays to providing services were even longer than normal.</p> <p>An 'Outcomes of Severe Weather' report was submitted to the Council's Strategic Directors Group on 15th February 2010 recording achievements and issues. This reported that the emergency had been managed well. However as with all incidents of this nature, areas of improvement were identified.</p>	<p>A paper will be submitted to Strategic Directors Group in the late Summer of 2010 to verify that the Council is in an improved position if exceptional circumstances are experienced again during the Winter 2010/11.</p>	<p>Paper submitted to SDG 2nd August 2010.</p> <p>Incident Command / Capabilities / Roles</p> <p>Major Incident Plan progressing through consultation process. Workshop provided to Environmental Services Management Team 15th December 2010.</p> <p>Highways</p> <p>Completed Winter Maintenance Review during Summer / Autumn 2010.</p> <p>Additional grit stocks held – 1400 tonnes, Clutton; 1000 tonnes, Braisdown (Neighbourhood use – grit bins and car park clearance); 500 tonnes, Avonmouth.</p> <p>Priority Gritting routes increased and mapped on Council's webpages.</p> <p>Council Comms (including Schools)</p> <p>Server and internet pipe capacity increased. Load testing in November 2010 identified sever could manage up to 7,000 concurrent connections compared with 2,000 which caused loss of service for short time in Jan 2010.</p> <p>IT systems developed enabling Schools to directly input to Council webpages for direct public access and use by radio stations.</p> <p>IT Systems</p> <p>In addition to comms issues, resilience in relation to remote access through broadband and slvpn has been improved.</p> <p>Note: A period of severe weather was experienced during December 2010 (coldest for over 100 years).</p>	
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<p>AGS 4</p>	<p>Information Security</p> <p>During 2009/10, three Internal Audit reviews relating to the management of key information management systems within the Council assessed the system of internal control as 'weak'. These included the ONE system in Children's Services, ParkMobile system in Parking Services and the ResourceLink system in Human Resources.</p> <p>Issues included –</p> <ul style="list-style-type: none"> - Audit Trails deactivated - Lack of effective management and exception reports - Weaknesses in access and password management - Accessibility to personal information - Training of system administrators - Third Party access - Unnecessary Retention of Records - Separation of duties - Business Continuity Planning <p>All of the issues / weaknesses identified were accepted by management and action plans are being monitored. Internal Audit will follow-up all these areas during 2010.</p>	<p>A proposal has been made to look at the options for centralising, simplifying and sharing the role of key system administrator tasks.</p> <p>The purpose of this proposal will be to reduce risk, simplify information security requirements and achieve efficiencies through economies of scale. This would tackle the vast majority of issues being raised.</p> <p>In addition, Internal Audit will carry out follow-up reviews on the relevant systems.</p>	<p>Discussions with Council Officers has established that there has been no progress on the proposed action to centralise System Administrator roles.</p> <p>Follow-up Internal Audit reviews for the ONE System, ParkMobile & ResourceLink Audits have been carried out during Quarter 4 2010/11. Generally good progress has been made with implementing agreed actions following the Internal Audit reports.</p> <p>Other IT Audits have been completed since the AGS 2009/10 Review:</p> <p>Comino (2), Radius (4), Pensions (4), Uniform (3), SIMS (4), Carefirst (3) Documentum (3).</p> <p>Levels – 1 (Poor), 2 (Weak), 3 (Adequate), 4 (Good), 5 (Excellent).</p> <p>As detailed above, the Comino Systems was concluded as a weak system of internal control. An audit follow-up has been completed and again good progress had been made in implementing recommended action.</p>	
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