

Recommendations Due After 31 July 2014

ACTION PLAN NO:	WEAKNESSES/GOOD GRADE:	AGREED ACTION:	DATES :	COMMENT/EXPLANATION:	PYRAMID: RESPONSIBLE
DEPARTMENT COMMUNITY SERVICES					
SERVICE ADULT CARE					
REPORT NAME REVIEW OF CAREFIRST					
1	<p>Training information is not held centrally with other staff training records or being passed on to the Improvement & Organisational Development (IOD) Team for update of individual staff records.</p> <p>LOW</p>	<p>A more robust process for the updating of staff training records held centrally within Social Work or on the Enrolment, Training and Certification (ETC) System and Resourcelink should be implemented, to ensure all staff training is on file and accessible by management and staff on request. This will enable monitoring of when refresher training is due and if further training needs are identified these can be addressed.</p>	30 September 2014	<p>Feedback from IOD notes that the training module of the Resource Link 4 project is in phase 2 and this will not start until December 2015. Until then corporate implementation social work records will continue to be recorded using ETC.</p>	<p>Superseded Head of Adult Care (Chair of Training Board)</p>
SERVICE EDUCATION					
REPORT NAME BUSINESS CONTINUITY (Educational Establishments)					
5	<p>The critical activity identified for Education is in relation to SQA Exams. SQA exams are not undertaken by Primary age pupils, however, SQA is identified as the critical activity in all Primary School CARP documents</p> <p>LOW</p>	<p>A review of the Critical Activities for Primary Education will be undertaken and CARP documents updated appropriately.</p>	30 September 2014 31 March 2015	<p>This was a joint action with Governance, who have agreed that Education will update the CARP's at the annual review.</p>	<p>Delayed but rescheduled Development Officer (Community Services)</p>

REPORT NAME REVIEW OF ADDITIONAL SUPPORT NEEDS

ACTION PLAN NO:	WEAKNESSES/GOOD GRADE:	AGREED ACTION:	DATES :	COMMENT/EXPLANATION:	PYRAMID: RESPONSIBLE
1	Reporting documentation was reviewed at the 4 schools visited. Whilst all schools detailed the needs of pupils and progress made, Kirn Primary produced a number of assessments of pupils not duplicated elsewhere but in the opinion of Internal Audit added value to the system.	An assessment should be carried out of the reports produced at Kirn Primary with a view to whether these systems should be duplicated across the region with a view to best practice.	31 October 2014 31 December 2014	Identification of effective practice will be a core aspect of this assessment in order to support further ASN review activity.	Delayed but rescheduled Quality Improvement Manager (QIM)
LOW					
2	Each year during February and March head teachers are required to complete a 'Request for additional Adult Support' which outlines for each pupil the main barriers to learning and the additional support required to address those barriers with an estimation of the number of assisted hours required to address their needs. Area Principal teachers then discuss with the QIM ASN each of the school bids with a view to assessing whether the needs identified are met via the additional support needs mechanism and whether the resource requested is reasonable. Rockfield Primary school requested 723 hrs of assistants but was allocated 297 hrs	The system by which schools bid each year for ASN resource should be reviewed as to whether this is the best mechanism to allocate resource to schools based on ASN need.	30 August 2014 31 December 2014	Initial scope of review methodologies being agreed as at 7 July 2014. Further work to be taken forward through the work of a Review Group during August-October 2014. Findings to be utilised to shape, as appropriate, revised approaches to ASN allocations.	Delayed but rescheduled Quality Improvement Manager (QIM)
MEDIUM					

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3	<p>The exercise for assessing the ASN resource requirement takes place during the months of February and March which is too late as regards the budget setting process for the following financial year and too early for the subsequent year. The timetable for carrying out the assessment should be changed with a view to coinciding with the collation of the school census data and the setting of the financial budgets for the subsequent financial year. The months of September / October period would be more effective</p> <p>MEDIUM</p>	<p>The timetable for carrying out this assessment should be changed to bring it in line with the budget preparation process.</p>	<p>30 August 2014 31 December 2014</p>	<p>Revised ASN allocation timetable being agreed to match financial/budget setting as an integral aspect of the ASN review project.</p>	<p>Delayed but rescheduled Quality Improvement Manager (QIM)</p>
4	<p>There is no audit trail between the number of hours bid by schools to the hours agreed by the QIM as regards explanation's as to why changes have been made.</p> <p>MEDIUM</p>	<p>An audit trail should be available linking the initial ASN bids from Head Teachers for assisted hours to the hours finally agreed by the QIM ASN and Area Principal Teachers showing both the original bid hours and final agreed hours but especially the reasons for the changes made.</p>	<p>30 August 2014 31 December 2014</p>	<p>Revised administration, recording and updating procedures to be agreed as an integral aspect of the ASN review scope.</p>	<p>Delayed but rescheduled Quality Improvement Manager (QIM)</p>

DEPARTMENT CUSTOMER SERVICES

SERVICE GOVERNANCE & LAW

REPORT NAME BUSINESS CONTINUITY (Educational Establishments)

ACTION PLAN NO:	WEAKNESSES/GOOD GRADE:	AGREED ACTION:	DATES :	COMMENT/EXPLANATION:	PYRAMID: RESPONSIBLE
2	A clearly defined and documented testing programme has not yet been established in relation to Business Services)/Governance and Continuity. A table top exercise in Business Continuity has taken place with operational staff from various Services in Oban. Twenty staff from various Services took part in this exercise. The focus of the workshop was to allow discussion on how a decision by one service may impact on another service and how they may have to work together to deal with issues that may arise. There are plans to hold similar events in other areas of Argyll & Bute. MEDIUM	A table top exercise will be organised for Head Teachers	30 September 2014 30 November 2014	The next Head Teachers meeting at which this can take place is 4 November 2014, therefore the date of implementation has been changed to 30 November 2014.	Delayed but rescheduled Development Officer (Community Services)/Governance & Law