# AUDIT & GOVERNANCE COMMITTEE 29 January 2015 OVERDUE AUDIT RECOMMENDATIONS REPORT: Due by December 2014

**LEAD OFFICER:** Angela George,

Acting S.151 Officer

**AUTHOR:** Peter Usher, Audit Manager

#### 1 Overdue actions arising from audit reports

- **1.1** Priority 1 and 2 recommendations still outstanding, with a target date for completion of 31 December 2014, are set out at **Appendix A**. These include recommendations made by both internal and external audit and from AGS Action Plan (if due). There are 33 overdue recommendations overall.
- 1.2 There are 8 overdue Priority 1 recommendations and 25 Priority 2 recommendations. Of the 8 outstanding priority 1 recommendations, 6 of these are new in the latest period. Progress has been made on the majority of these.
- **1.3** Progress on implementing individual recommendations is included in Appendix A.

#### 2.0 CONCLUSION AND RECOMMENDATION

**3.1** It is recommended that Members note this report and progress being made in implementing overdue recommendations.

**List of Appendices:** Appendix A – Overdue recommendations

Background papers: None

**Consultees:** Corporate Leadership Team

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#### **Audit Recommendations - Overdue (Sorted as Managed By)**

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**Report Type:** Actions Report

**Report Author:** Interim Financial Services Manager

SUMMARY OF OVERDUE RECOMMENDATIONS		
	Priority 1	Priority 2
Total Overdue Recommendations as at 03/11/14	5	19
"New" Recommendations due in the period	7	10
TOTAL RECOMMENDATIONS TO BE IMPLEMENTED	12	29
IMPLEMENTED FROM LAST AUDIT REPORT	3	4
"NEW" BUT IMPLEMENTED BY PERIOD END	1	
Total implemented in the Period	4	4
CANCELLED SINCE LAST AUDIT REPORT		
OUTSTANDING FROM LAST AUDIT REPORT	2	15
OVERDUE ADDED THIS PERIOD	6	10
Total Overdue Recommendations as at 22/01/15	8	25

Covalent holds all recommendations from Internal Audit, External Audit and those included in the AGS Action Plan

# Managed By Democratic Services Manager

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-LD_048 Member Services should ensure there are written						12-Sep-2013 Only a small number of outside bodies and members involved.
	agreements between Copeland and outside bodies on payment of Members travel and	2	Democratic Services Manager	50%	31-Mar-2012	Members' Allowances	09-Sep-2013 To be completed by December 2013.
	subsistence claims, and this should include an exchange of information on the annual					2011/12	13-Jul-2012 To be in place December 2012
	amounts paid.						05-Apr-2012 To be in place by October 2012
	AR-LD_056 The Financial Regulations on the Council's Constitution need to be updated so that the latest version [2012] is shown.	2	Democratic Services Manager	0%	31-May-2014	Creditor Payments 2013/14	
	AR-LD_058 The role for coordinating complex requests needs to be defined. On receiving a FoI request time should be estimated to ensure a response time can be met. The response time for requests should be recorded to provide	2	Democratic Services Manager	50%	30-Nov-2014	Freedom of Information 2014/15	22-Jan-2015 Copeland Information Management Officer is currently developing a Freedom of Information Policy and Procedures document, this is currently in draft form and due for completion

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	Management with detailed information.						April 2015.  17-Sep-2014 Detailed guidance on coordinating complex requests will be included in the FOI Procedures manual (when drafted); Time will be recorded against each individual request – requirement to do this will be included in the FOI Procedures manual for staff guidance.
	AR-LD_059 HR should notify Fol Officer via leaver's memo detailing leavers of CBC/Shared Service. Enabling the Fol Officer time to replace and provide training. It's advisable there should be more than 1 Fol Champion in departments, to ensure business continuity.	2	Democratic Services Manager	25%	31-Jul-2014	Freedom of Information 2014/15	22-Jan-2015 The confirmation and appointment of freedom of Information Managers and Champions is being addressed at CLT by the Democratic Services Manager. HR/Communications to ensure staff change notification is appropriately circulated.  17-Sep-2014 Human Resources to add the

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							Democratic Services Manager to the distribution list of leavers to ensure that new Freedom of Information Champions are appointed and that a reserve is also in place for each service area.
	AR-LD_060 Management should ensure controls are in place to respond to FoI requests in compliance with statutory timescale 20 working days.	1	Democratic Services Manager	50%	30-Nov-2014	Freedom of Information 2014/15	22-Jan-2015 Information Management Officer is currently developing a Freedom of Information Policy and Procedures document, this is currently in draft form and due for completion by April 2015.
	Guidelines detailing information which can't be withheld and issuing information which should be withheld.						17-Sep-2014 Guidelines on the statutory timescale and details of information which can/cannot be withheld will be included in the FOI Procedures manual for staff.
	AR-LD_061 Management should ensure adequate training is provided to all staff dealing with Freedom of Information Requests. This training should	1	Democratic Services Manager	50%	30-Nov-2014	Freedom of Information 2014/15	22-Jan-2015 Information Manager training commenced November 2014 and continuing throughout 2015, both

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	be carried out on a regular basis. There should also be policies and procedures in place for staff reference.						online and off site. Staff training to be developed and delivered as part of Information Management Officer role.
							17-Sep-2014 Refresher training will be provided to relevant staff. This will be done after the FOI Procedures manual has been prepared so it can be used as training material.
	AR-LD_062 Policies and Procedures should be produced in relation to FoI requests. These should be available for staff reference and adequate training provided to ensure all staff dealing with FOI requests are confident that they can provide an appropriate response.	Democratic	Democratic Services Manager	50%	30-Nov-2014		22-Jan-2015 Information Management Officer is currently developing a Freedom of Information Policy and Procedures document, this is currently in draft form and due for completion by April 2015.
						2014/15	17-Sep-2014 An FOI Procedures manual will be produced which explains to staff how to deal with FOI requests.

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	AR-LD_063 Management should ensure that there is a clear definition of what constitutes an FOI request so only genuine FOI requests are treated under FOI procedure. The definition should be included in the Policy and Procedure document once produced.	2	Democratic Services Manager	50%	30-Nov-2014	Freedom of Information 2014/15	22-Jan-2015 Information Management Officer is currently developing a Freedom of Information Policy and Procedures document, this is currently in draft form and due for completion by April 2015.  17-Sep-2014 A definition of what constitutes an FOI request will be included in the FOI Procedures manual.
	AR-LD_065 A check carried out by Managers re response sent from their dept's to ensure info is accurate/appropriate. Response should be signed as approved. Corporate sign off of Fol's by the Chief Executive for high risk & Monitoring Officer other responses.	1	Democratic Services Manager	25%	30-Nov-2014	Freedom of Information 2014/15	22-Jan-2015 The Freedom of Information sign off procedure and Managers response procedure is being addressed at CLT by the Democratic Services Manager.  17-Sep-2014 Departmental and Corporate sign off will become standard for FOI requests and this requirement will be included in the FOI Procedures manual. As an interim measure (prior to

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							the IMO post being recruited to on a permanent basis), all FOIs that are deemed sensitive (of a political nature), vexatious and/or are from certain named individuals or organisations are managed by a process that requires sign off by the Monitoring Officer and the Chief Executive of any communication or response.
	AR-LD_066 A register of frequent requests should be maintained and monitored (to ensure it is up to date). This should reduce time spent dealing with requests, it will	2	Democratic Services Manager	25%	30-Nov-2014	Freedom of Information 2014/15	22-Jan-2015 Information Management Officer is maintaining the register pending discussion with Communications Staff regarding Publication Scheme update.  17-Sep-2014 Improved maintenance of the
	also ensure consistent responses are provided.						Publication Scheme would reduce repeat requests more effectively than creating a register. A review of regularly requested data

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							will be carried out and this will in future be placed on the Council's website. Links to this will be added to the Publication Scheme
							22-Jan-2015 Information Management Officer is currently maintaining the register.
							17-Sep-2014 Develop recording system to identify frequent requestors in order to stop vexatious requests.
	AR-LD_067 A system should be implemented which will identify duplicate and vexatious requests.	2	Democratic Services Manager	25%	30-Nov-2014	Freedom of Information 2014/15	An interim procedure is now in place that requires all FOI's that are deemed sensitive (of a political nature), vexatious and/or are from certain named individuals or organisations are managed by a process that requires sign off by the Monitoring Officer and the Chief Executive of any communication or response.

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•	AR-LD_068 Charging policy to be publicised on Council website. Will provide public with the information regarding charging for Fol's. There is also a legislative requirement to do	1	Democratic Services Manager	0%	30-Nov-2014	Freedom of Information 2014/15	22-Jan-2015 Currently awaiting Communications Staff involvement regarding Publication Scheme discussion update.  17-Sep-2014 To include a
	this as noted in the ICO (Information Commissioners Office) Guide to Information						charging policy within the Publication Scheme on the external website.
	AR-LD_069 The Publication Scheme requires updating to reflect staff changes.	2	Democratic Services Manager	0%	30-Nov-2014	Freedom of Information 2014/15	22-Jan-2015 Currently awaiting Communications Staff involvement regarding Publication Scheme discussion and update.
							17-Sep-2014 The Publication Scheme is to be updated.

### Managed By Financial Services Manager

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-C_078 Counter Fraud and Corruption Strategy to be updated following CIPFA guidance on Counter Fraud.	1	Financial Services Manager	0%	30-Sep-2014	Annual Governance Statement 2014/15	22-Jan-2015 The updated strategy will be revised for consideration by the Executive at their meeting in March.  15-Jul-2014 Updated Counter Fraud and Corruption Strategy.
	AR-F&MIS_321 S:151 Officer should consider Copeland's strategy/approach under proposed new legislation and the current level of debt at Copeland.	2	Financial Services Manager	0%	30-Sep-2013	Debt Management Audit 2012/13	22-Jan-2015 To reconsider the anti-poverty strategy in relation to debt management. The review will be carried out when current work pressures are complete.  11-Jun-2013 Management Reports will be reviewed by D Law, A Brown, M Toner and E Turner.

Managed By Head of Copeland Services; Head of Customer and Community Services; Strategic Nuclear & Planning Manager; Head of Policy & Transformation; Director of Resources & Strategic Commissioning

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	AR-PP_104 Managers should update Covalent regularly as		Head of Copeland Services; Head of Customer and Community Services; Strategic Nuclear &			Desference	22-Jul-2014 Being reviewed Summer 14
	stated in the Performance Management Framework. 8 Milestones are recorded on Covalent System.	2	Planning Manager; Head of Policy & Transformation; Director of Resources & Strategic Commissioning	50%	31-Oct-2013	Performance Management 2012/13	07-Oct-2013 Agreed – Update to be given to CLT & LMG regarding requirements.

### Managed By Head of Customer and Community Services

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-C&CS_001 A Governance Control record is implemented to supplement the external funding applications log.	rol record is implemented Head of Cust	Head of Customer		] 31-Dec-2014	External Funding 2014/15	22-Jan-2015 An internal accountable body task and finish group is looking at this and other issues with the revised date for completion now 31st March 2015.
		2	and Community Services	50%			15-Sep-2014 A Governance Control Record will be designed by Diane Ward (Regeneration Projects Officer), taking advice as appropriate, and agreed by CLT.
	AR-C&CS_004 All project management documentation should be completed and stored securely in one area within the Policy and Transformation Department.	anagement documentation	Head of Customer and Community Services	75%	31-Dec-2014	Customer Access 2014/15	22-Jan-2015 Actions 1 to 3 have been completed, action 4 to be undertaken in Quarter 4 with deadline for completion March 2015.
		2					01-Dec-2014 1 To set out clear list of projects and allocate a) to Customer Theme group of Delivering Differently, b) to be held by service as part of service

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							plan delivery and c) joint actions as part of other projects and programmes including Revs and Bens Shared Service Improvement Programme. 2 To ensure all project paperwork as required by Customer Theme Group or other shared programmes is in place and highlight reports and risk logs are up to date and held centrally. 3 To ensure action plans for service based projects and risk/issue log for service are up to date and held within the service. 4 To build this
							approach into the service planning process for 2015/16.

#### Managed By Health & Safety Officer

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-LES_066 The Health and Safety Manual, Policy and all associated Procedures/Documents should be reviewed and updated in a timely manner.	2	Health & Safety Officer	80%	31-Jan-2014	Health and Safety 2013/14	09-Sep-2014 Several new documents have been produced and authorised and made accessible via the company intranet, these form the new Health and Safety File.  15-Jul-2013 The recommendation has been split into 4 Milestones and will require support by Policy and Performance for corporate document and version control and by IT and Communications for intranet changes.

# Managed By Housing Services Manager; Housing Option Advisor Senior

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-DO_054 Improvements must be made to ensure the efficient and effective use of the rent deposit scheme by completing the 14 milestones.	1	Housing Services Manager; Housing Option Advisor Senior	92%	31-Jul-2014	Housing Options  – Homelessness 2013/14	22-Jan-2015 Recommendation 2 complete - Since the last update, a schedule has been put in place which ensure landlords have a timeframe in which to submit evidence of placement in a Deposit Guarantee Scheme. Recommendation 8 complete, all relevant documents held on central database. Recommendation 12 is being adhered to as part of the Technical Inspectors Reports  29-Oct-2014 The housing options service are working through the milestones - 9 of the 14 have been completed.  04-Sep-2014 Recommendation 2 Milestone 9. It should be

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							noted that the department
							cannot necessarily apply
							checks on welfare reform
							and spare room subsidy.
							These is a much wider policy
							issue and separate to the
							scheme. The affordability
							check will only consider the
							rent amount against an
							applicant's income. The
							criteria does also specify
							that Advisors will only
							consider lets that are a
							suitable size (e.g. a single
							person would not be given a
							rent deposit for a 3 bed
							house) but there are
							occasions when Advisors
							will consider a two bed
							rental for a single person
							because supply of one bed
							properties isn't there.

### Managed By HR Manager; Director of Resources & Strategic Commissioning

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							22-Jul-2014 Ownership transferred to HR as part of the HR policy review.
							12-Sep-2013 Head of Corporate Resources to progress with Shared HR Manager when in post.
	AR-PP_069 All Managers are reminded that they should monitor personal calls made by employees using CBC mobile phones. The calls should be identified, verified and costs recorded.	2	HR Manager; Director of Resources & Strategic Commissioning	0%	31-May-2011	General Tax Issues 2010/11	02-Oct-2012 Amended the Managed By responsibility from the Director of Resources and Transformation to the Head of Corporate Resources from 02/10/12.
							21-Jul-2011 Reminder of policy on acceptable use of Council-provided phones included in corporate information section of Latest Word on 1 July 2011. Separate note still required for Managers with staff who have council mobiles to

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							imbursement.
	AR-PP_070 Managers ensure that the Payroll Officer is informed of any deductions that are required for personal calls in a timely manner. This must be the next available pay date from when the Vodafone invoice is received.		HR Manager; Director of Resources & Strategic Commissioning	0%	31-May-2011	General Tax Issues 2010/11	22-Jul-2014 Transferred to HR.  12-Sep-2013 Head of Corporate Resources to progress with Shared HR Manager when in post.  02-Oct-2012 Amended the Managed By responsibility from the Director of Resources and Transformation to the Head of Corporate Resources from 02/10/12.

# Managed By Legal Services Manager

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
							01-Aug-2014 Links to the Counter Fraud and Money laundering.
	AR-LD_050 Legal Services should review the Bribery Act legislation and determine its application to the Council, and the extent to which adequate procedures are in place to mitigate the risk of prosecution. This might include amendment to existing codes of conduct.	2	Legal Services Manager	20%	31-Dec-2011	Register of Gifts/Hospitality & Disclosure of Interests 2011/12	11-Oct-2013 As 13/14.LEG.06. Work on policies ongoing with further officer meeting scheduled for 16/10/13. Likely completion date 30/11/13.  12-Sep-2013 The Bribery Act Legislation will be incorporated into a revised Counter Fraud Policy for consideration by the Audit & Governance Committee 07/11/13. Following this it will be presented to the Executive and Full Council.  08-Apr-2013 Several measures already exist to prevent bribery – financial regulations, code of conducts, vetting of staff as

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							part of recruitment, transparency in publishing transactions over £500, contract procedure rules, etc. A risk assessment reviewing the risks which the Council might continue to be exposed to will be completed by the end of May. This review will identify any further amendments necessary to corporate documentation with approval then being sought to those amendments. The review will also identify any further training and publicity necessary and consider the timescale for future reviews of the prevention measures. It is aimed to have this process complete by the end July.  05-Apr-2012 05/04/12: The Bribery Act 2010 affects three areas:

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							(a) the Council's codes of conduct; (b) the Council's procurement procedures; (c) the Council's anti-fraud and corruption policies. The emphasis of the Act is to be proactive and avoiding the conditions of bribery.  The Democratic Services, Legal Services and Audit Shares Services Managers are undertaking work on these three aspects with the work currently being scoped out. It is anticipated that the work in these three areas will be completed by the 30/09/12. There is a linked issue of money laundering and work on this matter will be completed by the 30/09/12.

#### Managed By Parks Manager

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-LES_046 Look at all options for the collection of income for Book of Remembrance applications.	2	Parks Manager	90%	31-Jan-2013	Bereavement Services 2012/13	03-Sep-2013 Currently looking at Electronic registers system that would allow links for info needed to process BOR applications from Copeland Direct  08-Apr-2013 Extension of time has been given for this recommendation to 30/11/13 to allow for works to be carried out to the Copeland Centre reception area.  03-Apr-2013 The preferred option for all applications for B.O.R to be taken at the Copeland Centre with a new target date set for November 2013  10-Jan-2013 Currently being looked at as part of transformation programme

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							with finance.
	AR-LES_061 Ensure that members of the public, especially the recently bereaved are informed that all Book of Remembrance applications will only be accepted at the Copeland Centre or via post to the Copeland Centre.		Parks Manager	10%	30-Nov-2013	Services Follow Up Audit 2012 13.	22-May-2013 Working with transformation team and crematorium staff to progress over the coming months  08-Apr-2013 Link in to transformation programme.

### Managed By Revenues & Benefits Shared Services Manager

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-CS_158 The RBSS should ensure that all data, held electronically (including archived) or physically, is only retained as long as there is a business need to do so.	2	Revenues & Benefits Shared Services Manager	0%	30-Jun-2014	Civica Comino Application 2013/14	22-Jan-2015 Retention basis based on 6 years statute barred basis cannot always be applied. Archiving functionality not consistent and requires further testing. Due to IT workload, Performance Team resource and service priorities data to be retained.  16-Oct-2013 The existing arrangements for data retention are to be reviewed to determine actions required to comply with the recommendation. Implementing the actions identified will be scheduled subject to workload and appropriate IT support.
	AR-CS_159 The RBSS should ensure that retention schedules are consistent across all 3 Councils. All staff involved with	2	Revenues & Benefits Shared Services Manager	0%	31-Jan-2014	Civica Comino Application 2013/14	22-Jan-2015 Retention basis based on 6 years statute barred basis cannot always be applied. Archiving

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	the handling of data (whether electronic or physical) should be aware of data protection and retention requirements.						functionality not consistent and requires further testing. Due to IT workload, Performance Team resource and service priorities data to be retained.  16-Oct-2013 The proposed retention period outlined of 6 previous years and current year data is to be considered for adoption by the Shared Service Joint Operational Board

#### Managed By Revenues & Benefits Team Leader (TC)

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-CS_133 The Sundry Debtor Handbook needs to be updated to reflect changes to the Council Structure.	2	Revenues & Benefits(TC) Team Leader	80%	31-May-2012	Sundry Debtors 2011/12	22-Jan-2015 Information requested has not been provided from all Depts. Action to be considered within 2015 Audit Review, recommendation awaited.  13-Aug-2014 have been unable to obtain information regarding current Nominated Debt Officers I'll ask Department Managers who their current officer is when I sent the Aged Debt Report at the beginning of September 2014
							12-Feb-2014 will update changes to Council Structure and amend procedures by end of March 2014
							05-Apr-2013 Awaiting details from Finance re the Nominated Debt Officers for each Department.

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							16-Jan-2013 will contact Finance Section for update on Departments still raising invoices and names of Nominated Debt Officers for each Department  13-Jul-2012 will make a start on this ASAP

# Managed By Transformation Programme Manager

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-PP_089 The appropriate training is given to Copeland Direct Officers prior to Book of Remembrance applications being accepted at the Copeland Centre.		Transformation Programme Manager	20%	30-Nov-2013	Bereavement Services Follow Up 2012 13	03-Jul-2014 The project has been delayed but scheduled for the end of September.

### Managed By Waste Services Manager; Policy and Transformation Business Analyst Officer

Status Icon	Action Code & Title	Priority	Managed By	Progress Bar	Due Date	Description	All Notes
	AR-CoS_001 Management ensures that the Dept's BC Plan is reviewed and updated on a regular basis to ensure that it accurately reflects current information and procedures. This ensures the Council/staff are aware of actions to be taken in the event of an incident.	2	Waste Services Manager; P&T BA Officer	0%	31-Oct-2014	Refuse Collection and Recycling 2014/15	07-Oct-2014 The Department's Business Continuity Plan will be reviewed and updated.
	AR-CoS_002 Management ensures high value contracts are formally tendered & formal contracts are in place for all areas. Contracts must be legally binding & include detail relating to all areas of service.  Documents should be formally agreed & signed by both parties.	1	Waste Services Manager; P&T BA Officer	0%	31-Oct-2014	Refuse Collection and Recycling 2014/15	07-Oct-2014 The provision for green waste disposal will be put out to tender under OJEU rules as the expected contract value is estimated to be above the relevant monetary threshold over a 3 year term. Following the tender award, a formal contract will be agreed with the successful contractor.
	AR-CoS_003 Management must ensure that all future tendering of contracts are carried out in a timely manner and prior to	2	Waste Services Manager; P&T BA Officer	0%	31-Oct-2014	Refuse Collection and Recycling 2014/15	07-Oct-2014 1. A list of contracts with duration/expiry dates will be maintained and reviewed

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	expiration of a current contract. This will ensure that the Council has an appropriate contract in place for service delivery.						on a regular basis so that any retendering can be arranged on a timely basis.  2. The re-tendering of the Bring Sites contract is now in progress with a timetable set out for the award and start of new contract.
	AR-CoS_005 Management must document how they are to meet or working towards the statutory target of January 2015.	2	Waste Services Manager; P&T BA Officer	0%	30-Nov-2014	Refuse Collection and Recycling 14/15	O7-Oct-2014 A project outline will be produced to set out how the Council is working towards implementing this target and how the "TEEP" test has been undertaken. This will then be further developed into a Project Initiation Document (PID). It is intended that a formal report will be presented to CLT on this area and also a briefing for Members.