

Appendix 1

Actions with a completion date up to June 2021 which have yet to be completed

Finding	Action	Action owner & Service	Date(s)	Current status	Internal Audit Opinion
<p>16-22 - Roads Maintenance Partnership Action Point : 7b - Road Maintenance Partnership Agreement Importance: Medium Audit Committee Date: March 2017</p> <p>An Enterprise and Infrastructure Committee (EIC) report of 21 January 2015 reported that the initial Road Maintenance Partnership (RMP) agreement was for a three year period expiring 31 March 2015. The relevant minutes contain a resolution for an extension for a further year and also that the agreement be subject to an ongoing review to ensure it continues to be fit for purpose. The agreement also seeks to develop systems and</p>	<p>The Deputy Manager, RMP will review and update the “Obtaining Best Value in Works Contracts” procedure taking cognisance of agreed way forward in providing the service, following the approval of the Roads Maintenance Partnership Agreement. Any reference to BS EN ISO 9001/9002 and/or the quality principles will be dependent on the outcome of the review by the collaborative working group.</p>	<p>S D’All, Roads Maintenance Partnership Manager</p>	<p>Apr 2018 Jan 2019 Nov 2019 Nov 2020 Nov 2021</p>	<p>The Roads Maintenance Partnership Agreement was approved by Committee in May 2019.</p> <p>Progress has yet to be made in the second part of this action, namely updating the Obtaining Best Value in Works Contracts procedure document, due to resourcing issues, competing priorities and the ongoing requirement to respond reactively to unplanned events including COVID-19 and various serious flooding instances.</p>	<p>Accepted.</p>

<p>procedures that ensure compliance with BS EN ISO 9001/9002. At the date of audit testing no update report had been presented to the EIC and the partnership agreement had expired.</p> <p>The partnering arrangements are supported by the "Obtaining Best Value in Works Contracts" procedures that do not refer to BS EN ISO 9001/9002. The procedures are also in need of review as the document is dated 2005 and stipulate a review period of 12 months and the approval section states "await SMT authorisation".</p>					
<p>18-11 - School Estate Strategy</p> <p>Action Point : 1 - School Estate Strategy Update</p> <p>Importance: Medium</p> <p>Audit Committee Date: January 2019</p> <p>A draft School Estate Strategy was approved in 2012 to cover arrangements from 2012-2017, with a requirement that a finalised version be submitted to Committee. The Strategy</p>	<p>The Service will review the School Estate Strategy (2012-2017) document to ensure that strategic developments, governance arrangements and relevant influential factors and challenges are documented and align with the vision for managing the School Estate. This will include liaison with appropriate</p>	<p>C Taylor, Service Manager (Resource Management)</p>	<p>Aug 2019 Mar 2020 Jan 2021 Jan 2022</p>	<p>Education recovery work in 2020 and 2021 has taken priority over this action, however it is anticipated that this will be provided to Committee in January 2022.</p>	<p>Accepted</p>

<p>review frequency was also noted as annual. The draft strategy document has not been updated since 2012. In subsequent years there have been a number of changes to the governance arrangements, forward planning processes and influencing factors. This document may therefore benefit from review to provide clarity and formalise the current arrangements and to establish an appropriate review frequency for the future.</p>	<p>Council Services regarding any legislative changes. A finalised document will be submitted for approval by the Lifelong Learning Committee</p>				
<p><u>18-11 - School Estate Strategy</u> Action Point : 5.2 - Governance Arrangements Importance: High Audit Committee Date: January 2019</p> <p>The annual Service Asset Management Plan (SAMP), incorporating the School Estate Management Plan (SEMP), is identified within the School Estate Strategy and subsequent documents as being a key component to planning for the school estate. The SAMP provides Lifelong</p>	<p>The Service Asset Management Plan will be updated and reported to Lifelong Learning Committee.</p>	<p>C Taylor, Service Manager (Resource Management)</p>	<p>Nov 2019 Mar 2020 Jan 2021 Jan 2022</p>	<p>The Service Asset Management Plan is being finalised along side the School Estate Strategy. These are due to be considered by Lifelong Learning Committee in January 2022.</p>	<p>Accepted</p>

Learning Committee (LLC) with information on the overall position of the property assets used by Education and Children's Services to deliver services, alongside setting out developments which have been achieved and outlining future plans. However, since the commencement of the transformation review in 2016, a SAMP has not been completed. LLC has only received specific reports pertaining to individual schools and has not been provided with a recurrent overview of all matters relevant to planning for the school estate.					
18-23 – Local Action Partnerships Action Point 2 Importance: Medium Audit Committee: March 2019 The Communities team representative(s) and Lead Officer (if a PKC officer) on each Action Partnership should encourage it to revisit its Action Plan and ensure that the priorities are still relevant in	The Communities team representative(s) and Lead Officer if a PKC officer on each Action Partnership should encourage it to revisit its Action Plan and ensure that the priorities are still relevant in addressing the inequalities in the area.	D Stokoe, Service Manager, Communities	Dec 2019 Mar 2020 Oct 2021	The Local Action Plans were in the process of being refreshed when the initial lockdown occurred. As a result of the impacts associated with the ongoing COVID-19 pandemic, and as part of the approach to recovery and renewal, the Service is working to understand the best	Accepted

addressing the inequalities in the area. Without a revisit the priorities in the Action Plan may no longer be appropriate and inequalities may not be captured and, therefore, addressed. Internal Audit understands that this will begin to happen after the completion of the Community Investment Fund award process.				way to support communities going forward. It has yet to be determined whether a new Action Plan will be created for each of the Partnerships or whether there will be a different approach. The Service will review the outcome of these deliberations in September 2021 and ensure that the risks raised by the finding are being mitigated.	
<p>19-02 - Digital Strategy Action Point : 3 - Digital inclusion and awareness Importance: Medium Audit Committee Date: September 2019</p> <p>The Digital Strategy recognises the need to support wider digital inclusion; citizens, external and third sector partners, communities, local businesses, visitors and learners engage with the Council. To include everyone, the Council is providing new</p>	The Service will ensure that findings from the Perth and Kinross digital maturity assessments around digital inclusion and awareness are fed into the review process for the Council's Digital Strategy in 2020	A Taylor, Head of Corporate Revenues and IT	Dec 2020 Jun 2021 Jun 2022	A working group, led by the Head of Corporate Revenues and IT was established and an action plan developed to take forward actions relating to digital inclusion. The release of the revised P&K Digital strategy has been moved to 2022 to allow discussions with the EOT to take place to clarify both the levels of Digital Ambition and	Accepted

<p>channels of communication and digital learning. For example the developmental rollout of 'Ask Alexa' for information, accessible on smart phones with the Amazon Alexa app in March 2019. Another channel, Webchat went live in August 2019. Uptake of Council online forms by customers using the Council's Online Services and MyAccount has been measured and reported to the ICT Transformation Board confirming increasing use of self-assist channels. Evidence of assisted services is available through requests received through the Customer Service Centre for comparison. During June 2019, the HSCP completed a self-assessment to identify digital maturity at the point of care for the Scottish Government. The scope includes digital awareness and use by staff, clients, carers and families. Another Council wide digital maturity self-assessment is scheduled for later in 2019-20 for the Local</p>				<p>drivers for change such as Climate Change; Digital Place; Digital Economy and Economic Regeneration and Digital Participation.</p>	
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Government Digital Office (LGDO). This will include feedback from the Customer Service Centre. Customer experience work-stream and customer focus groups are planned, with the Customer Service Centre acting as an advisory group.					
<p>19-09 - Recycling Centres</p> <p>Action Point 2.2 - Hazards for personnel</p> <p>Importance: High</p> <p>Audit Committee: February 2020</p> <p>Re-saleable materials can be hazardous. Flammable materials were reported to have been set alight in unmanned skips and had caught fire at other sites. Fire controls varied across recycle centres; Operatives all reported having fire extinguishers on site and were advised to call Emergency Services when fire occurred. There was a general awareness of chemical hazards at sites visited; some</p>	The Service will ensure basic training for Operatives on first aid every year and will review all first aid boxes on site to ensure they are correctly stocked.	N Taylor, Operations Manager	Mar 2020 Sep 2020 Mar 2022	<p>All first aid boxes contents have been reviewed post-audit and are checked by Supervisors quarterly as part of health and safety inspections.</p> <p>First aid training is covered within induction and triennial refresher training and is documented within the Key2 system. Plans were put in place to enrol recycling centre staff onto Emergency First Aid at Work courses provided by the Council, including bookings made for 12 staff initially. Due to</p>	Accepted

<p>materials for resale contain chemicals, for example car batteries and light bulbs. When they leak, there is a risk of irritation or harm to people and these materials are stored separately. However, they were found near containers which contained flammable material. An Operative reported that he had once checked a vehicle bringing materials to the recycle centre for disposal in bags and found it contained asbestos, so refused access to the vehicle. Operatives and visitors to recycle centres were advised of most hazards as many signs were found on site advising of these. However, no sign warned of insect hazards; wasps were seen in bottle-banks and food packaging skips. Whilst Operatives reported having had health and safety training, some had completed this some time ago.</p>				<p>COVID-19, however, sessions were cancelled, and we are awaiting verification of new training dates. The majority of training is delivered by external providers and these organisations are only now starting to commence this training following recent relaxation of restrictions which would permit such training to recommence. This will be supplemented by additional in-house training.</p>	
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