

Appendix B

Details on those recommendations outstanding Status – all Amber (Ongoing with deadline missed)

Social Care, Health and Housing

Housing Repairs Commissioning

Recommendation R1: Housing Repairs expenditure in QL and SAP should be regularly reconciled.
Rationale for Recommendation: There is no reconciliation between Housing Repairs expenditure in QL and SAP. Actions to resolve this are defined within an invoice review process. Three specific objectives are to be achieved: <ol style="list-style-type: none">1) A robust interface between the SAP system and the QL system, so that these systems effectively function as one system within the Invoice Process.2) A business process that includes pre-payment on account (subject to reconciliation) related to invoicing where work supplied is goods receipted and approved for payment, concurrent with the contractors process to provide an invoice for payment.3) Updated procedures which define management accountability, including delegation of task related authority, to ensure that a robust reconciliation of Repairs works to invoices takes place.
Target Dates: End September 2014 End March 2015 (revised) End June 2015 (revised)
Current Position and Explanation for Slippage: The project was more challenging than expected and the solutions developed created problems that would not be acceptable in the operational environment. These problems could not have been foreseen, although there are lessons to be learned to be applied to similar projects in future. There is no alternative but to develop a 'fit for purpose' solution, to incorporate learning from the testing and development work undertaken to date. All concerned with the project believe a 'fit for purpose' SAP/QL link will be fully operational by June 2015, enabling reconciliation to take place from Q2 onwards.

Improvement and Corporate Services

Value for Money Review of External Legal Services

Recommendation R2:

The Service Level Agreements between Legal Services and each Directorate should be updated to reflect the current Directorate structure, revised to reflect the specific requirements of the corporate approach to external procurement of legal services and a 'business partner' approach, and then formally agreed with each Directorate.

Rationale for Recommendation:

The SLAs between Legal Services and service areas are a mechanism for formalising the support required from Legal Services by service areas; the SLA previously drafted is comprehensive in respect of the service level to be delivered, but is out of date in respect of the Directorate structure and the SLAs do not expressly state the expectation that the procurement of all legal services should be through Legal Services.

Target Dates:

End March 2014 (revised)
End August 2014 (revised)
End November 2014 (revised)
End March 2015

Current Position and Explanation for Slippage:

With the corporate directive to become more commercial Legal are working on a slimmed down version of the SLA that can be used corporately with our CBC clients as well as being used with potential external clients. This SLA will be used in conjunction with a suit of documents that provide evidence of instructions and authorisation (instructions proforma) and our confirmation of what service we are going to provide (client care letter/memo). The intention is for this to have been completed by the financial year end. Recent discussions with Finance have informed the early stages of this mechanism.