

Issue	Action	Resolved	Lead	Update
<p>The outsourcing of ICT and waste, street cleansing, recycling, parks and open spaces can result in an unacceptable fall in levels of service</p>	<p>Detailed key performance indicators have been included within contract documentation and need to be rigorously monitored</p>	<p>✓</p>	<p>Head of Corporate Strategy and Client Services</p>	<p>Position - September 2013</p> <p>Monthly monitoring in place</p> <p>Outsourced Scrutiny Panel to receive performance reports</p> <p>Position January 2014</p> <p>The Shared Internal Audit Service (SIAS) are reviewing the contract management arrangements and will be reporting in the New Year.</p> <p>Position March 2014.</p> <p>Audit report received and an overall moderate assurance that there are effective controls in operation was awarded. Of the 7 recommendations made 4 were in the “medium” category and 3 in the “merits attention” category. None were in the “high” category. One of the recommendations has been completed and 2 will be ongoing in relation to reducing the number of PIs over the life of the contract and building relationships with other councils contract managers. The remainder have</p>

				<p>target dates set which will be monitored quarterly</p> <p>An Audit on the ICT Capita contract management will be undertaken in 2014/15</p>
<p>Welfare Benefit changes and the preparation for Universal Credit needs to ensure no unacceptable impact on the service delivered to benefit recipients</p>	<p>Monitoring of existing client base needs to identify where distortions occur. Testing of current ICT systems need to ensure a seamless transfer of caseloads to central government</p>	✓	<p>Head of Shared Services Revenues and Benefits</p>	<p>Position - September 2013</p> <p>Quarterly monitoring and reporting to the Shared Services Joint Committee will occur</p> <p>Monthly updates to be provided to Leadership Team</p> <p>Position January 2014</p> <p>A Housing Benefit Information Bulletin issued in November 2013 stated the Minister "will make clear to the House the plan and programme for the full roll-out, all the way through to complete delivery, in detail in the next couple of weeks". Clarification and details are awaited.</p> <p>Position March 2014</p> <p>The Minister has announced that only 40,000 claims will be out into Universal Credit this year and there are further</p>

				<p><i>exemptions. We are undertaking no further planning work on this until we are provided with a proper timeline from central government and clarity about what cases are and are not included. We are simply maintaining a watching brief.</i></p>
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