

Appendix 2 – Open management actions as at 23 February 2021.

2018/19 – outstanding open actions

Report Title	Total outstanding	Implemented	Superseded	Target date not reached or extended	Target date reached – overdue or being implemented
CDC GDPR 2018/19	7	-	-	4	3
CDC HR 2018/19	4	-	-	4	-
CDC Procurement & CM 2018/19	3	-	-	2	1
Totals	14	-	-	10	4

2019/20 – outstanding open actions

Report Title	Total outstanding	Implemented	Superseded	Target date not reached or extended	Target date reached – overdue or being implemented
CDC Budget Mgmt & Reporting 2019/20	2	-	-	2	-
CDC MOT Income 2019/20	3	-	-	1	2
CDC Payroll 2019/20	1	-	-	1	-
CDC Anti-Fraud & Corruption 2019/20	4	-	-	4	-
CDC Risk Management 2019/20	4	-	-	4	-
CDC Finance Systems 2019/20	4	-	-	3	1
Totals	18	-	-	15	3

2020/21 – all actions

Report Title	Total agreed	Implemented	Superseded	Target date not reached or extended	Target date reached – overdue or being implemented
CDC Finance System Imp Phase 2 (b) ICT Risks 20/21	4	-	-	3	1
CDC DFG Processes 20/21	12	4*	-	8	-
CDC Cyber Security 2020/21	15	4	1	3	7
CDC Finance System Imp Phase 2 ICT Risks 20/21	5	5	-	-	-
Totals	36	13	1	14	8

*Figures as at 23/2/21. Since then a further action for DFG was implemented on 1/3/21.

Update from service – DFG actions implemented:

- 1) The recording of land charges has now been set up on Case Manager. All charges pre-dating the implementation of Case Manager have been added to the system and the data has been compared with the existing spreadsheet to ensure that all charges are recorded and are being captured in the report.
- 2) Financial reconciliations : a payment report has been developed and implemented on Case Manager. Finance officers have confirmed that it contains all necessary information for reconciliation and have developed pivot tables to automatically flag any discrepancies.
- 3) Client feedback : A consistent set of survey questions and scoring system for monitoring client satisfaction has now been agreed with all Oxfordshire councils that administer DFGs and associated works. The survey is now automatically generated upon completion of a case and we have completed several client surveys via telephone.

- 4) Case manager exception reporting. Monthly 'Case Review' meetings have been scheduled. Tasks have been delegated to team members to identify any cases exceeding KPI timescales and add them to the agenda for scrutiny and problem-solving. Guidance has been provided to assist with this.
- 5) The revised Disabled Adaptations Policy has been consulted on and the policy was adopted at Executive on 1st March 2021.