

Accounts, Audit and Risk Committee

Serious Incident Review Follow-Up

20 January 2010

Report of Head of Customer Service and Information Systems

PURPOSE OF REPORT

To follow up on the recommendations made by the committee at its meeting on 23 September 2009

This report is public

Recommendations

The Accounts, Audit and Risk Committee is recommended:

- (1) To note the updates to recommendations 1, 2 and 5
- (2) To note that Internal audit are currently undertaking a review of project management and serious incident management (recommendations 3 and 4) across the council, and will provide a verbal update to the meeting
- (3) To ask the Member/Officer review group being established as a result of the decision by the Executive in December 2009, to include out of hours and standby provision as part of its remit
- (4) To note the findings of an Internal Audit review of arrangements in ICT as follow up to their February 2009 report on the original incident (taking place 11 and 12 January 2010)

Executive Summary

- 1.1 The committee made five recommendations in respect of serious incidents in general and the ICT incident of February 2009 in particular.
- 1.2 This report provides follow-up information in response to those

recommendations

Background Information

- 2.1 Following the investigation of a serious incident by internal audit, it is accepted best practice that the investigation and the management response to the investigation should be reviewed at member level.
- 2.2 Following a serious incidence within Customer Service and ICT in February 2009, an investigation took place and subsequently a serious incident review panel meeting was constituted.
- 2.3 The Accounts, Audit and Risk Committee considered the report of the serious incident review panel in September 2009. The Committee agreed five recommendations in respect of serious incidents in general and the ICT incident in particular.
- 2.4 Full responses to recommendations 1, 2 and 5 are attached.

Key Issues for Consideration/Reasons for Decision and Options

- 3.1 This report provides Members with an update on the progress against the recommendations agreed by the Committee in September 2009.
- 3.2 A Member/Officer review group is being established to look at the overall approach to ICT provision in support of council service delivery.

The following options have been identified. The approach in the recommendations is believed to be the best way forward

Option One	To agree the recommendations
Option Two	To raise issues or questions relating to the recommendations

Implications

Financial: There are no financial effects from this report however there may need to be some financial analysis as part of the review of standby arrangements.

Comments checked by Karen Curtin, Head of Finance, 01295 221551.

Legal:

There are no legal implications specifically arising from this report

Comments checked by Liz Howlett, Head of Legal and Democratic Services 01295 221686

Document Information

Appendix No	Title
1	Serious Incident Review: Recommendation 1 Update
2	Serious Incident Review: Recommendation 2 Update
3	Serious Incident Review: Recommendation 5 Update
Background Papers	
None	
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