

ANNEX A

Issues identified in AGS Sept 2010	Progress to date
Identifying budget savings in order to balance the budget, as identified in the Financial Forecast report which considers the Council position until 2024/2025.	The budget being considered by members in February identifies the savings required for 2011/12 and a significant proportion of those required for later years. It also identifies the amount still to be identified. Debate will continue on the savings for 2012/13 onwards so that the budget in February 2012 will identify even more of the future savings required.
Complaints – Number of complaints and time taken to resolve.	This measure came out of an audit of the feedback system. The precise recommendation was that we should monitor the rate at which we respond to complainants within the timescales specified in the Feedback Procedure. We have not been able to do this to date as the old Respond system could not produce this information. We now have a new IT system, which went live on 11 th Feb 2011. We will be able to produce this information in the future.
The continued need to ensure that the code of Procurement is fully complied with	The Procurement Manager delivers training on a monthly basis covering compliance and best practice as part of an ongoing programme. Extensive guidance is available to officers on the intranet (procurement homepage). Ad-hoc advice is provided to a wide range of projects and specific support to identified high spend or complex projects.
Preparing for any new inspection regime.	The new single data set being proposed by the coalition government is still being consulted on. We are currently reviewing our Corporate Plan (Growing Success) to focus on six priority areas where we will report our progress to residents and members. In addition, work has started to review the quarterly divisional performance reports from Heads of Service to COMT