

**RISK LEVEL 3 & 4 Recommendations implemented between 01 November 2010 and 15 January 2011**

Code & Title	Description	Risk Level	Expected Outcome	Assigned To	Due Date	Completed
0910 COR 3.1 Corporate Reconciliation	Liaison meeting between IT, CSC and Finance to identify the audit trail for Debit and Credit card payments.	3		Toby Cowper	29-Oct-10	19-Nov-10
1011 COR04 3.1 Corporate Income	a) Officers at London Road take over the responsibility for the collection of machine receipts from the depot, with a 2nd person always present at the cash box opening; b) A new padlock be fitted to the vending machine cash box and access to the machine and cash box is restricted by means of 3 sets of keys to be held by: Administrative Assistant (at London Road Office) Depot Team Leader (kept on his person at Dunmow) London Road CSC (in the secured area) c) There is a regular programme of machine emptying not less than fortnightly; d) Monies are transported to London Road by means of a sealed bag for opening and counting at CSC; e) Records maintained in the Administrative offices at London Road and reconciliations of machine vend counts to actual cash posted by CSC with any significant discrepancies reported to management and investigated and resolved.	3		Ron Pridham	31-Mar-12	24-Dec-10
0910 OP12 3.2 Housing Rents	All tasks carried out by officers in the Rents team should be measured and analysed, and the results used to confirm whether adequate resources are available to ensure that the team's high quality and high volume work output can be sustained in the future	3		Liz Petrie	31-Dec-10	31-Dec-10
1011 COR03 3.1 Performance Management	(a) Heads of Division and other senior Officers should be required to ensure that suitable back-up officers are identified and trained to manage Indicators and to enter data with appropriate documentation to support the data. (b) The back-up officers should be registered into Covalent. (c) Records should be maintained of officers who have undergone training by the Business Improvement and Performance team.	3		Richard Auty	31-Dec-10	30-Nov-10
1011 OP04 3.1 Creditors 2010-11	Services will be reminded again. Date stamping is not the key issue however, it is the failure of some services to ensure prompt payment. Targeted action by the ACEF is having results	3		Stephen Joyce	31-Jan-11	24-Dec-10