RISK LEVEL 3 & 4 Recommendations implemented between 05 May and 03 August 2012

Code & Title	Description	Risk level	Assigned To	Due Date	Completed
1112 OP 05 1.1 Human Resources	It is recommended that:- a. Officers who are new to interviewing are assisted with clear guidance notes together with HR support to go through the documentations for their very first interview session b. A middle management support group is established to enable a forum to share knowledge and to discuss issues of employment law and equal opportunities in recruitment.	3	Richard Auty	31-May-12	30-May-12
1112 OP K01 1.1 Creditors	a) A secure system is setup to improve on controls in the purchasing and authorisation of goods under the current temporary ordering process. b) There should be improve communication with users who currently raise orders using the temporary ordering process as the issues identified may be helpful towards the control process. c) A follow-up review should be carried out to ascertain any concerns and problems staffs encounters in their temporary workflow which may be a long term issue due to the slippage of timescale in the implementation of the procurement cards.	3	Stephen Joyce	29-Jun-12	31-Jul-12
1112 OP K05 1.1 NNDR	Recommendation that the NNDR Service works towards cessation of payment of NNDR refund by cheque by: a) taking immediate action to contact those customers who are currently insisting on cheques and advise them that they need to change to BACS payments and to provide us with bank details and email addresses so future payments can be made in this way. b) investigate if reference numbers relating to the account can go with the BACS transaction to aid identification of NNDR payments being credited to traders accounts c) undertaking a review of all ratepayers where the BACS indicator is currently not set with the aim of obtaining their bank details in preparation for any future refund payment by BACS	3	Sue Ellis	01-Jul-12	31-Jul-12
1213 OP-07 02 MAILROOM & REPROGRAPHICS	It is recommended that owners of responsibility for deletion of electronic files on the common network drive (K:/) are defined for completed print jobs; to ensure the adherence of DPA1998.	3	Print Room & Mail Room Manager	31-May-12	25-May-12