FINAL MANAGEMENT ACTION PLAN

Directorate:	Business Services
Audit report:	Review of PAMS Income Module
Dated:	11 July 2016

PRIORITY RATINGS

Priority High (H) - major control weakness requiring immediate implementation of recommendation

Priority Medium (M) - existing procedures have a negative impact on internal control or the efficient use of resources

Priority Low (L) - recommendation represents good practice but its implementation is not fundamental to internal control

I agree to the actions below and accept overall accountability for their timely completion. I will inform Internal Audit if timescales are likely to be missed.

The auditor agrees that the actions set out below are satisfactory.

Lead Responsible Officer (HOS): John Stebbings

Auditor: Siva Sanmugarajah

Date: 27 July 2016

Date: 18 July 2016

Para Ref	Recommendation	Priority Rating	Management Action Proposed	Timescale for Action	Officer Responsible	Audit Agree?
5.9	The Chief Property Officer should nominate a member of his Senior Management Team as a priority to sponsor the implementation of PAMS rent interface going 'live'. The nominated officer should steer the consultation of all stakeholders impacted by PAMS Estates Module and provide resources and clear direction of travel by taking	High	Claire Barrett, Deputy Chief Property Officer to act as Project Sponsor for the implementation of the PAMS rent interface from 11 July 2016.	Immediate 11/072016	John Stebbings, Chief Property Officer	√

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	decisions to move the project forward.					
5.19	The Estates Delivery Team should incorporate their written procedure notes to create a flowchart which will detail the flow of information between different services that are impacted by the creation of tenancies. These services will include teams within Property Services, Legal Services, Finance and Shared Services. This will not only evidence that the council is following good practice but also enable service delivery to continue to be provided especially during periods of staff changes and vacancies.	Medium	Process Maps will be reviewed and updated to show the flow of information as tenancies are agreed and completed. The Maps will be held on the Estates Team shared folder on the H:Drive and also centrally by the Performance Team within Property Services.	Review existing process maps and existing processes with a view to updating maps by end of August 2016.	Clare Neave, Estates Delivery Manager	√
5.24	PAMS Estates Module including the rent interface should be implemented as an urgent priority to enable the council to maximise its	Medium	The rent interface will be implemented through the following process steps: • Final testing of the interface	• Final testing of the interface by w/e 22 July 2016. • Agree timetable of events (as per	Nigel Jones, Performance Manager	√

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	property income generating potential and manage its debts effectively.		• Agree timetable of events (as per plan) with all stakeholders • Set date for Go/No-Go decision and interface go-live date	implementation plan) with all stakeholders by – date to be confirmed. Set date for Go/No-Go decision and interface go-live date – to be confirmed. **Provisional target go live date of October 2016.**		
5.31	Property Services should consider maintaining a PAMS project specific risk register which can be reviewed on a regular basis to inform all stakeholders of the key risks and enable decision makers to focus on the consequences of managing these key risks.	Low	The project risk register has been reinstated to monitor the risks associated with the Estates Rents Interface go-live. This can also be used for any further BAU developments across the PAMS system. Document stored on the shared H: drive.	Immediate – 11/07/2016	Tanveer Hirani, Systems Development Team Leader and Nigel Jones, Performance Manager	√

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