

## MANAGEMENT ACTION PLAN

<b>Directorate:</b>	Environment and Infrastructure
<b>Audit report:</b>	A03900/BF2013/14 - Highway contract management - Lot 3
<b>Dated:</b>	11 June 2013

**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: Jason Russell, Assistant Director Highways

Auditor: Diane Mackay

Date: 13 June 2013

Date: 13 June 2013

Para Ref	Recommendation	Priority Rating	Management Action Proposed	Timescale for Action	Officer Responsible	Audit Agree?
5.6	The Asset Planning Team (APT) to ensure that Maintenance Engineers are aware of the location and operation of "divers" so that work can be programmed more effectively and the instruments are not inadvertently damaged.	M	APG to discuss and agree (with divers or other equipment) with Highways Maintenance Team: <ul style="list-style-type: none"> <li>for review / inclusion in cleaning programme;</li> <li>for discussion with the Local Highways Teams (Maintenance Engineers).</li> </ul>	End of July 2013.	Owen Lee	Yes
5.11	The sub-contract should be reviewed in the light of the lessons learned to ensure it meets Surrey's contract requirements.	H	Ensure review of any 'lessons learned' with May Gurney during the demobilisation / mobilisation process.	Completed.	Lucy Monie	Yes

## MANAGEMENT ACTION PLAN

Para Ref	Recommendation	Priority Rating	Management Action Proposed	Timescale for Action	Officer Responsible	Audit Agree?
5.12	The new sub-contractor should be closely monitored to ensure that the service improvements over the past six months are not lost.	H	<ul style="list-style-type: none"> <li>Increase governance meetings during mobilisation and programme of site audits agreed.</li> <li>Review points agreed.</li> </ul>	<ul style="list-style-type: none"> <li>On-going and within first six months.</li> <li>Review six months with decision to escalate if necessary.</li> </ul>	Lucy Monie	Yes
5.16	Procedures to follow up cleansing failures should be put in place to ensure they are not overlooked or ignored.	H	Ensure the 'end-to-end' process includes revisit / follow up as appropriate.	On-going.	Tony Casey	Yes
5.17	Consideration is given to using the results of the site visits to inform the KPI on the % of gullies cleaned at first visit.	L	Include during next KPI review (auditing process).	January 2014.	Tony Casey	Yes
5.21	Consideration is given to enabling wider access to Asset Planning data where it will support operational areas.	M	New system being introduced by sub contractor. Explore how this will be rolled out to other service colleagues and wider (e.g. web view).	On-going.	Lucy Monie	Yes
5.26	The KPI on the diversion of waste from landfill should be reviewed and agreed with the contractor.	L	Review KPI at contract performance meeting and agree actions needed to agree baseline or include for review at next contract KPI review.	January 2014.	Lucy Monie	Yes