

Appendix D: 'Medium' and 'High' priority actions overdue for more than three months

Audit Title and Year	Service Area	Outstanding Action	Status Update	Officer Responsible	Original Date	Revised Date (if provided)
Medium priority						
Highways Contract Management 2019-20	Places	KPIs should include a clear audit trail to the source data	June 2021 - it was agreed that the KPI workbook would be modified to provide links to (and/or explanation of where to find) the source data used to calculate the reported performance levels. It has also been determined that the response time KPIs extracted from Confirm are adjusted to account for a small proportion of jobs that have failed targets due to circumstances outside of the contractor's control; further complicating the audit trail. This could be resolved by regular cleansing of Confirm data and/or providing a reconciliation between the two records. At the time of reporting, this recommendation remains in progress.	Senior Highways Manager	31/01/2020	To be tested in 2021/22 audit
Highways Contract Management 2019-20	Places	Officers managing option C jobs should be given training on open book contracts	June 2021 - Training courses for this have been affected by COVID -19 restrictions. Exploring other options.	Senior Highways Manager	31/03/2020	To be tested in 2021/22 audit

Audit Title and Year	Service Area	Outstanding Action	Status Update	Officer Responsible	Original Date	Revised Date (if provided)
High priority						
Highways Contract Management 2019-20	Places	All variations above tolerance should be approved in advance	June 2021 - This is being explored with regards to using the technology within the Confirm system whereby photographs are taken at the start and finish of a job and where required while carrying out the job to show any additional area or depth (measured) that can form a clear audit trail on the Confirm system.	Senior Highways Manager	31/01/2020	To be tested in 2021/22 audit