

Rec No.	Recommendation	Priority	Management response	Implementation date & responsibility
1	The council should ensure that any future major project has detailed input from the Finance department around the projected costs and benefits of the business case.	H	Accepted. The finance team are responsible for completion of this element in any business case.	Ongoing. Chief finance officer
2	The council should seek as far as possible to future proof major projects or contracts and be clear about the external circumstances which could change during the life of the project or contract.	H	Accepted. The lessons learned exercise completed by the council in relation to this (and other major change programmes) are used to inform future programme development and implementation, and future commissioning.	Ongoing. Chief finance officer/head of commercial services
3	The council should ensure that any council-wide initiative has full buy-in from all parts of the council as part of preparing the business case.	H	Accepted. Although there is little evidence to suggest there was not buy in from across the council in relation to this particular project, the business case development and sign-off process involves management board and member engagement as an integral part of the governance process.	Ongoing. Management board
4	The council should develop a clear view about the scope and ambition of its customer vision and what this means for the way it engages with all customers in future and the digital and other channels it needs to deploy to support that vision.	H	Accepted. Recent cabinet reports relating to customer services and digital strategy outline the clear direction of travel. These will be supported by additional communications to ensure this direction of travel is consistently communicated to customers, members and employees.	Ongoing. Head of community and customer services

5	The council should ensure that its internal processes to deal with complaints raised informally are well understood and applied consistently.	M	Accepted. Information on the processes to be followed for both formal complaints and informal concerns raised by staff will be provided to all members regularly and included in new member induction. All managers are periodically reminded to the processes to be followed when concerns or complaints are raised by members of staff or members of the public. All staff are reminded periodically of the appropriate processes to be followed when raising concerns whether informally with managers or formally through the grievance or whistleblowing processes.	Ongoing. Assistant director, governance
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