

**Internal Audit 2015/16 and 2016/17
Recommendations Log**

-Ref	Audit	Priority	Findings	Action No.	Action	Implementation Date	Responsible Org	Responsible Owner	Start Date	End Date	Status	Notes
1 POLICE AND CRIME PLAN												
	Overall Risk: The Commissioner fails to meet the requirement of the Police and Crime Panel as it assesses the performance of the Commissioner and scrutinises the Commissioner's strategic actions and decisions.	Medium	Performance and monitoring meetings/communication between the OPCC and third parties are not documented to allow for review of performance.	1.1	Include qualitative and quantitative measures as appropriate within service specifications involving collaborative, partnership or third party delivery that allow for better reporting of performance to the OPCC via the Business Coordination Board.	Mar-16	OPCC	Head of Strategic Partnerships and Commissioning	01-Mar-16		Ongoing	Service specifications being updated with performance frameworks. New monitoring return forms created.
		Medium	Not apparent how the performance measures documented within service specifications and agreement are reported on and in a way that performance can be measured, especially with qualitative measures.	1.2	Ensure that performance and monitoring meetings/communications with service partners and collaborators are documented.	Mar-16	OPCC	Head of Strategic Partnerships and Commissioning	01-Mar-16		Ongoing	See above and more formal contract meetings being diaried.
4 COMMUNICATIONS STRATEGY												
	Overall Risk: Collaboration ventures could expose Cambridgeshire to reputational risk is one of the other Forces is portrayed negatively in the media. This could impact in the public confidence of Cambridgeshire Officers [Force and OPCC].	High	There was no clarity over what procedures would be followed in the event of a communications incident at one of the other Forces which could negatively impact Cambridgeshire.	1.4	A set of protocols, a service level agreement, and memorandum of understanding or equivalent will be drawn up and signed up to by each of the Communication Leads from the three Forces. This should include: the roles and responsibilities over proactive collaborated communications activity across all three Forces; Describe what escalation processes should be undertaken in the event of any incidents or negative media by one Force; Clarify how activity will be monitored and managed to ensure each of the respective Forces complete tasks as agreed, e.g. specify the timescales for conducting tri-force press releases, and stipulate protocols for the management of conflicts to maintain business continuity for all three Forces.		OPCC	Director of Communications and Engagement		Jul-15	Ongoing	To be developed in agreement with the Collaboration Lead and signed up to by Cambs, Herts and Beds. To be driven by Collaboration Lead.