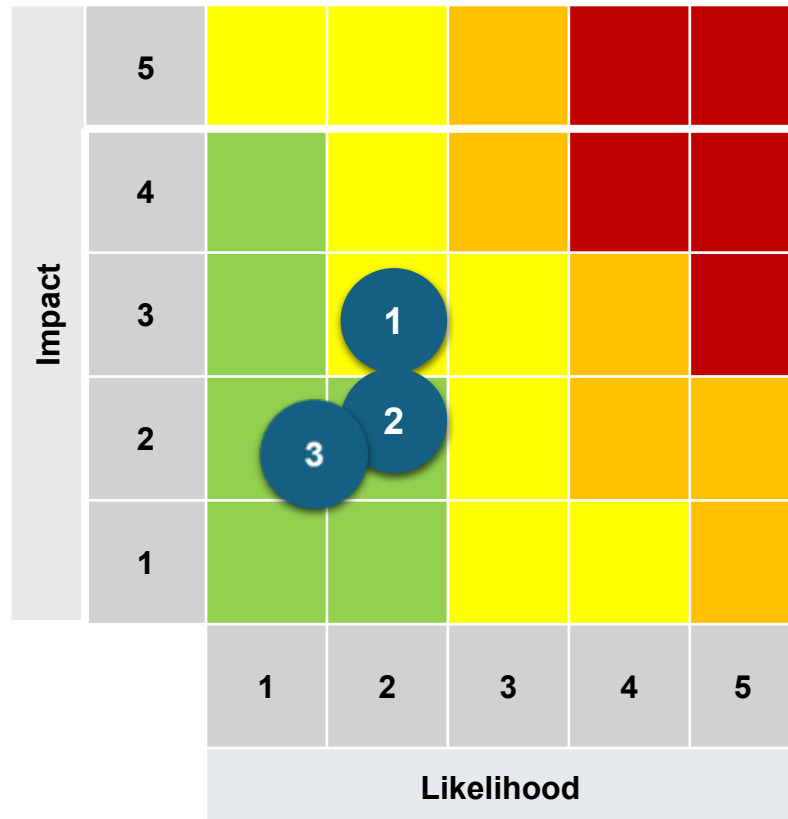


APPENDIX E

Insurance



1

1) To ensure that the Insurance Team has established procedures covering the handling of claims and communication required with the relevant services.

2

2) To ensure that the Insurance Team is effectively managing the progress of each claim so that claims are processed correctly and resolved timely.

3

3) To ensure that members of the public are aware of the claims handling process and are kept informed of the progress through the different stages using agreed communication protocols and templates.

Renovation Grants/Disabled Facilities Grants

Impact	5					
	4					
	3					
	2					
	1					
		1	2	3	4	5
Likelihood						

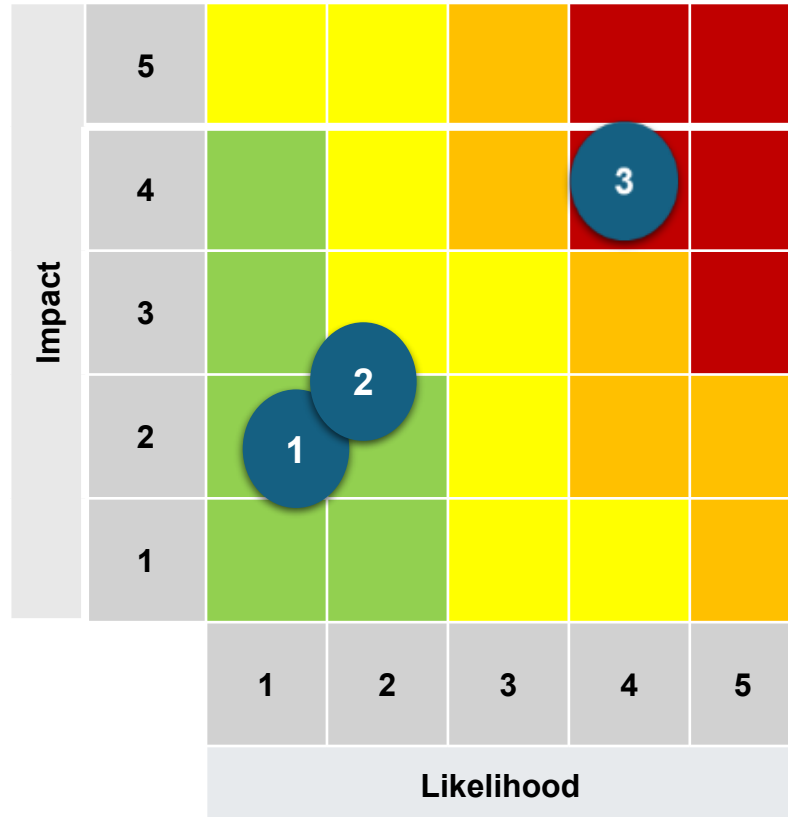
1

1) To ensure that the Council has established a framework for the processing and awarding of grant applications, which is in accordance with current legislation / national guidance and internal policies and procedures.

2

2) To ensure that the Service has established effective procedures for the recording and monitoring of applications, and payments of grants.

Homelessness



1

1) To ensure that the Council's Homelessness Strategy and associated procedures meet the requirements of national guidance and legislation. In addition, the Council's key aims and targets covering homelessness have been clearly defined and are monitored to ensure they are met.

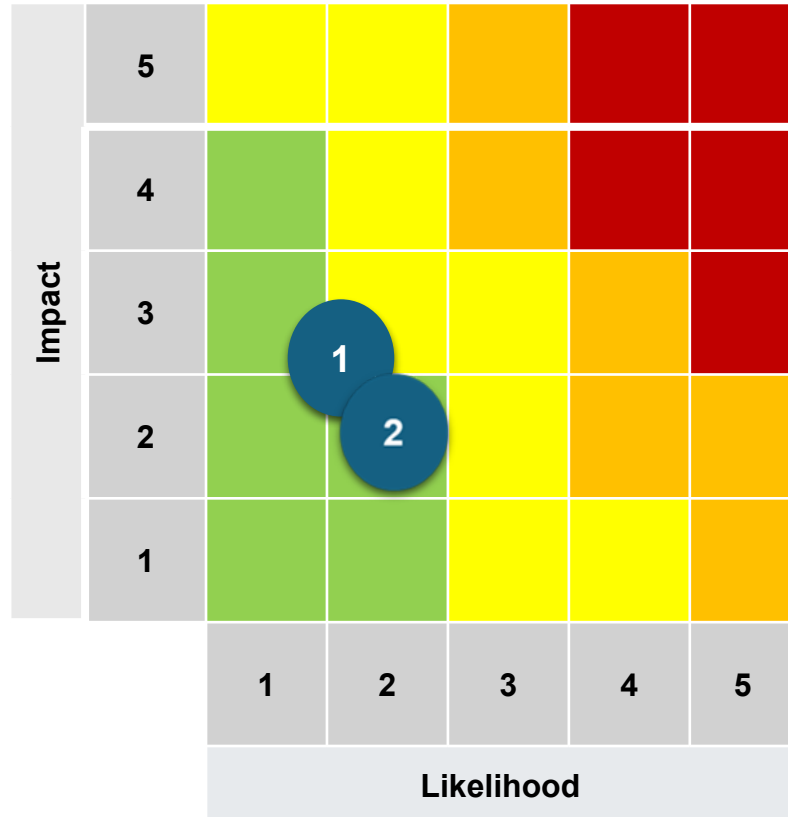
2

2) To ensure that there are processes in place to provide assurance that the utilisation of temporary accommodation is effectively monitored and controlled and in compliance with the Strategy and associated procedures.

3

3) To ensure that the costs incurred for homelessness service provision, including temporary accommodation and receipt of client payments are effectively monitored and controlled.

Highways Term Contract



1

1) To ensure that the Service has established an effective framework to monitor the delivery of the Highways Term Contract.

2

2) To ensure that the Service has established processes for checking and monitoring the Contractor's performance.