

Progress on Audit Commission BVPI recommendations

Annex 2

Recommendation	Priority 1 = Low 2 = Med 3 = High	Responsible	Agreed	Comments	Date
R1 Ensure refresher training is provided for benefits assessment staff on data collection for the relevant performance indicators.	3	Andrew Walmsley	Yes	A new revamped version of SSX3 will be out in June. New training will be designed and delivered.	June 09
R2 Develop a clear, easy to read one page desk aid for assessors to keep on their desks which summarises the rules around data collection for the indicator.	3	Andrew Walmsley	Yes	This will be included in the above.	June 09
R3 The service should enhance its quality assurance regime to increase specific quality checking on PI start dates and check that the assessment has been classified correctly for the PI.	3	Andrew Walmsley	Yes	Benefits team will review QA process and will improve the feedback loop to identify training needs.	April 09
R4 Improve management arrangements for producing BVPI 183b by implementing sample quality assurance checks of data collected and paper records against computer records to ensure that the data meets the requirements for inclusion in the PI calculation.	1	Kath Bonfield	Yes	No longer relevant as we no longer calculate this indicator. The existing data is data quality checked as normal.	Jan 09
R5 Ensure that major works worksheets and completion sheets are routinely collected by the team calculating BVPI 212 for each avoid being excluded due to major works and that the data is not amended until both documents have been received	2	Kath Bonfield	Yes	A new system has been set up to obtain documentation which is then verified and held for auditor.	Jan 09
R6 Strengthen arrangements for verifying the start date used in BVPI 215a calculation	1	Ricky Watson	Yes	These were completed 2 weeks after Audit checks completed.	Jan 09
R7 Establish a clear audit trail for all repairs with the DNO to verify relevant dates used in the PI calculation	1				
R8 Liaise with the DNO to ensure timely and accurate submission of data for BV215b by establishing a formal arrangement specifying a regular date for receiving data.	1				
R9 Ensure guidance is provided to bus operators on cross boundary journeys on the monthly data collection sheets to assist in the accurate completion of BVPI 102.	1	Sarah Milton	Yes	Completed	Jan 09