

High Importance Recommendations at 4 January 2019

<u>Audit Title (Director)</u>	<u>Summary of Finding(s) and Recommendation(s)</u>	<u>Management Response</u>	<u>Action Date (by end of)</u>	<u>Confirmed Implemented</u>
Reported January 2018				
Office Safes (A&C)	<p>An investigation into the potential misuse of a service user's funds identified that the employee under suspicion had been able to deposit a large sum of cash into an area office safe, with no evidence of questions asked nor checks undertaken and no record of the deposit. The safe also contained cash and other valuable items held on behalf of service users which are not covered by the LCC insurance policy. Visits to other sites revealed similar with improvements required for controlling access and recording contents.</p> <p>The Department had previously identified gaps in its management of service user's personal property, including that in safes and had instigated a multi-function working group to review and improve practice and put into place a policy. Recommended that finalisation of the policy should be expedited and rolled out to Area Offices regarding safes and contents. Unannounced follow up audit visits will take place.</p>	<p>Agreed</p> <p><b>The policy is scheduled to be approved at the Department's Management Team (6 February).</b></p> <p><b>In the meantime, the Department has undertaken checks at some of the locality offices that office safe control procedures are being followed. Unannounced internal audit visits to other localities confirmed that processes are better but there is room for further improvement. The Department has shared its plan for further checks and that will be accompanied by further audit visits.</b></p>	<p>March 2018</p> <p>Extend to end of June 2018; September 2018</p> <p>January 2019</p> <p><b>April 2019</b></p>	

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