

High Importance Recommendations at 12 July 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 May 2019				
Property Contracts Awards (CR)	Management requested an audit of the award of property maintenance contracts and the allocation of work. Whilst the audit identified poor practice and control, no evidence came to light of any wrong doing. Management agreed to act on a number of recommendations to strengthen control.	Agreed There is evidence that improvements already put in place are becoming embedded. Additionally. Internal Audit Service is undertaking extensive work to check the degree of retrospective orders and the associated processes.	June 2019 Extend to August 2019	
Leicestershire Schools Music Service (CR)	At management's request a review of the financial, operational and governance arrangements in place surrounding the Leicester-Shire Schools Music Service (LSMS) and it's at arm's length charity, the Leicester-Shire Music and Cultural Trust (LMCT) was undertaken. This review included the separation of responsibilities between both the LSMS and the LMCT and to assess that proper procedures are in place for the administration of ensembles. A number of recommendations and an action plan for implementation were agreed with management, including improved governance arrangements, clearer job roles and responsibilities, revised contracts and overtime arrangements, revise	Agreed Work is well advanced to develop new operational and governance processes to separate and clarify the respective roles of the Trust and the LSMS. This include amended job roles and contracts. More flexibility in working arrangements is proposed to reduce operational costs, i.e. overtime. Transport arrangements to determine an optimal solution that both meets the needs of the Service and is operationally efficient.	September 2019	

	<p>procurement of transport.</p> <p>Whilst none of the recommendations was deemed individually as “high importance” collectively the recommendations will require a targeted follow up to ensure improvements have been made.</p>			
<p>Substance Misuse Strategy – Residential Rehabilitation (PH & A&C)</p>	<p>Findings: -</p> <ol style="list-style-type: none"> 1. An incorrect discharge date had been input to the case management system which allowed a provider to be overpaid by just over £36,000 for over a year 2. Whilst the budget is complex (placements not directly made by the budget holder and contains other charges), monitoring procedures were not sufficiently robust. Responsibility for the Residential Rehabilitation budget is in the process of being transferred from Adults & Communities to Public Health. This will give the opportunity for current systems and processes, for example with regard to budget monitoring, to be reviewed by Public Health and, where necessary, strengthened. <p>Recommended</p> <ol style="list-style-type: none"> 1. Recover the overpayment with immediate effect and review current systems to determine how controls failed to identify this significant error and what processes can be modified moving forward to prevent recurrence, e.g. tighter budget monitoring. 2. Monthly budget monitoring should confirm that all charges to the budget are to relevant 	<p>Agreed</p> <ol style="list-style-type: none"> 1. Just over £8,000 was recovered by netting off against amounts owed to the provider by LCC. An invoice for the remaining balance was raised in May 2019. 2. The transfer of budget is now agreed, and Public Health has set up a discrete budget code for these payments which will aid monitoring. A new decision-making board met for the first-time last month and from that meeting data has been fed into a new tracking sheet for individuals and invoices to be cross referenced against. Calendar reminders will allow the team to check each month when invoices are received. Public Health has changed the process for the commissioning of services from providers and will revert to a traditional invoicing method as opposed to automatic payments being made currently based on system-input provision start and end dates. 	<p>June 2019</p>	<p>Yes</p>

	providers and for current service users, cross referencing to a dynamic schedule of service users to facilitate this process.			
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