

High Importance Recommendations at 6th November 2020

<u>Audit Title (Director)</u>	<u>Summary of Finding(s) and Recommendation(s)</u>	<u>Management Response</u>	<u>Action Date (by end of) & extensions</u>	<u>Confirmed Implemented</u>
Reported November 2020				
Health Recharges for Hospital Discharges and Avoidances (Corporate Resources; A&C)	<p>The department had reviewed all care packages (CPLI lines) during an initial six-week period (19th March to 4th May) where those CPLIs were not initially indicated as being Covid-specific, in order to identify any that should have been, and therefore rechargeable to the respective health authorities (CCGs). The exercise identified a reasonably high proportion of CPLIs subsequently being amended to be Covid-19 specific and therefore brought into the health recharge process. However, at the time of audit, a relatively high number of relevant CPLIs (933) had yet to be rechecked within the care pathway.</p> <p>Recommended that steps should be taken to expedite 100% returns as a matter of priority.</p>	<p>Agreed. Actions from this review will be looked at as part of a project approach to ensure completion of all reviews needed to reconcile the Covid-19 funded packages as per the new hospital discharge guidance. Some of the actions have already been completed. DMT to receive regular reports.</p>	December 2020	
Direct Payments (Personal Budgets)	<p>A review of the tableau dashboard of service users receiving an annual review revealed that as of 1st March 2020 there were 324 service users awaiting an annual review. Of these 35 were overdue by more than 12 months and 99 by between 6 and 12 months.</p> <p>Recommended annual reviews of all service users' care</p>	<p>Agreed. The review of care and support needs is the focus of the annual statutory review. DP reviews will be prioritised and scheduled to ensure allocation at 9 month intervals; so that completed reviews are within the 12 month timescales.</p>	December 2020	

	<p>and support plans to establish whether client needs had changed, and the level of direct payment was appropriate to meet those needs.</p> <p>A review of Direct Payment Agreements found that where an arrangement was in place to pay a close member of family for providing care services, this was not recorded in the care and support plan, nor was approval obtained from the Head of Service as is required according to direct payments guidance. In addition, evidence was seen of expenditure that could potentially be considered to be contentious.</p> <p>It was recommended that the policy regarding paying close family members and carers living in the same house for providing care services should be adhered to. Where family members are used for providing care services, this should be recorded in the care and support plan, and contentious expenditure should be authorised by the Head of Service.</p> <p>The feasibility of a retrospective review (and authorisation at Head of Service level) of service users making payments to family members should be considered. If this is not feasible, it should be covered at the point of next annual review.</p>	<p>Agreed. Guidance will be re-issued to care pathway staff with a focus on use of DP for a family member and the need to include this in any reviews to consider continued provision and any impact on the service user Management will issue a briefing note following the audit to remind all staff.</p>		
<p>Reported July 2020</p>				
<p>ICT Externally Hosted Contracts (Consolidated risk)</p>	<p>Three HI recommendations were made: -</p> <ol style="list-style-type: none"> 1. Confirm the circumstances of the contract before deleting records 2. Conduct an audit to determine whether valid contract are in place 3. Decide whether original (signed) contracts should be held centrally. 	<p>All agreed (#1 is implemented)</p> <p>Currently being re tested by IA</p>	<p>September 2020</p> <p>Extend to December 2020</p>	

Rights of audit in procurement contracts (Consolidated risk)	Two HI recommendations were made: - 1. Include rights of audit clauses within all corporate guidance and any subsequent toolkits/associated training 2. Consider requesting a variation to retrospectively include rights to audit clauses for any relevant contracts (balancing cost v benefit) 3.	Both agreed but #2 will focus on key suppliers or highest risk contracts rather than all the contracts Currently being re tested by IA	September 2020 Extend to December 2020	
Gifts and Hospitality Registers (Consolidated risk)	Two HI recommendations were made: - 1. Strengthen reminders for employees to complete the Counter Fraud e: learning module & consider escalation procedures for non-compliance. 2. Improve manager knowledge of gifts & hospitality through Managers Digest or specific forums in order to increase use	Both agreed Extend to December 2020	September 2020 Extend to December 2020	
Reported June 2020				
Records management (Consolidated Risk)	Internal Audit randomly chose three sections within County Hall to undertake floor walks. The exercise identified some confidential and sensitive records that were not secured. Recommended 1. Physical records containing personal and sensitive information should be held securely. Ad hoc spot checks should be independently undertaken by the Information Governance Team or Internal Audit.	Agreed The Data Protection Officer intends to arrange for spot checks once there is recovery to offices This has been delayed due to the 2nd lockdown	Immediate September 2020 Extend to December 2020	1. Yes 2. Tba
Early Years Funding (C&FS)	Providers are paid in advance, based on headcount data from the previous term. Sums are recovered where actual headcount data is less than the previous	Both recommendations were agreed, and several changes are due to be implemented, including the wider audit	October 2020	Yes

	<p>headcount. Delays with raising invoices led to one provider being overpaid. Legal has advised the overpayment will need to be written off.</p> <p>Recommended to thoroughly review the circumstances surrounding the overpayment and consequently determine any process changes.</p> <p>Furthermore, a report detailing overpayments to providers showed substantial outstanding balances owed to LCC. Some dated back a number of years</p> <p>Recommended immediate action should be taken regarding the aged outstanding balances owed to LCC/overpayments held on Oracle.</p>	recommendations.		
Reported January 2020				
Burbage CE Infant School (C&FS)	<p>A deficit carry-forward is forecast for 2019/20. The forecast for subsequent years is expected to be considerable and increasing deficit year on year, with estimates indicating a total deficit of as much as £200K by 2023/24.</p> <p>Some recharges to the adjoining Junior school had not been processed at the time of the audit, which may result in a break-even position for 2019/20, but does not change the position for future years.</p> <p>Recommended that conversations continue with the LA Finance Section with a view to forming a deficit budget plan for future years. In addition, the completion of a cash flow forecast was recommended to assist with monitoring cash flow.</p>	<p>Agreed</p> <p>Will implement the recommendation by early February 2020 and monitor at each Finance meeting.</p> <p>The school finished 2019/20 with a deficit of £12K.</p>	<p>February 2020</p> <p>October 2020</p> <p>Extend to December 2020</p>	

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 several recommendations to strengthen control.	Because of quality issues with the data recorded in the primary system, work continues to check the processes for retrospective orders. HoIAS decision to conduct a fresh audit following department restructure	June 2019 August 2019 November 2019 April 2020 June 2020 October 2020	Yes
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. Several recommendations and an action plan for implementation were agreed with management, including 1) improved governance arrangements, 2) clearer job roles and responsibilities, 3) revised contracts and overtime arrangements, 4) revise procurement of transport. 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.	Agreed	September 2019 December 2019 April 2020 September 2020 Extend recommendation #4 to December 2020	1 – 3 Yes 4 TBC

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