

Recommendations due before 30 April 2020 and still not completed

Audit	Recommendation	Priority	Target date	Latest update	Status	Owner
<i>Children and Families</i>						
ICT Access Controls - Adults Wellbeing Applications - Children's Wellbeing Applications	1.2 We recommend that the Education Systems Manager (CWB) carries out a manual, annual review of nursery staff who have access to the Sentinel Early Years and Nurseries applications and to re-enforce the message regarding settings notifying the Council immediately when a member of Nursery staff leaves, to avoid any possibility of inappropriate data sharing.	2	31/03/20 Revised to 31-01-21	Data forms have now been issued and are in the process of being returned and the system updated. Pilot training on the new software has taken place and training sessions for remaining staff book between November - January. We have a running list of settings as they have returned forms and are in	In progress	Schools and Assets Team Leader
ICT Access Controls - Adults Wellbeing Applications - Children's Wellbeing Applications	1.4 We recommend that the Education Systems Manager - Children's Wellbeing liaises with the service leads to establish a local procedure to ensure that leavers are notified and removed promptly from the Sentinel application. We also recommend that the Education Systems Manager is added to the Business World - leaver notification email distribution list.	3	31/03/20 Revised to 31-01-21	regular contact with any setting who has not provided. We will now undertake the workflow to update users from each setting with a completion date of 31/12/2020. Go live is scheduled for January 2021	In progress	Schools and Assets Team Leader

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<i>Children and Families</i>						
Property Maintenance - Schools	We recommend that a simple set of procedures be set up for compilation of the annual maintenance programme planning spreadsheet, and for the planning and approval of additional / emergency works.	3	30/06/20 Revised to 30/09/20 Revised to 31-03-20	We have introduced a new methodology this year for prioritising the maintenance programme of works although this has not been formally documented yet. There has also been a change to the dynamics of how maintenance works are approved and progressed with a member of the corporate programme office taking over project management. The current maintenance programme will be obtaining approval to progress via cabinet in December and will cover the next 2 years. During that time, a new policy will be compiled to enable all future maintenance works to be covered and this will include a section on additional and emergency works. It will also include a revision of Annex O of the local management of schools which details the split of responsibility for works	In progress	Interim Education and capital Manager

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				between the council and school.		
<i>Adults and Communities</i>						
AWB Contract Monitoring - Quality Assurance Strategy 2018/19	We recommend that a dedicated meeting timetable be put in place to discuss progress on the process changes introduced by the Quality and Improvement Manager, to give a formal opportunity for staff to put forward queries, and discuss changes that they are looking to implement for their area of work, in order to ensure a consistent approach. A record of approved changes should be maintained. Consideration should also be given to including the templates and guidance into a user guide / manual, which will aid a consistent approach going forward, and will be a valuable tool for new staff.	3	31/03/20 Revised to 31/03/21	Not progressed past Feb 20, due to COVID-19 and the need to deploy QA team / staff to support in other areas of pandemic management – this continues. Service reviews through site visits are only conducted on a risk assessed basis. Information and intel is collected through virtual calls / exchanges and all COVID-19 related i.e. support calls, resilience checklists.	In progress	Quality and Improvement Manager
AWB Contract Monitoring - Quality Assurance Strategy 2018/19	We recommend that an agreement be reached on the method of recording and reporting KPIs for domiciliary care, which will provide an efficient solution to the staff, and that this be developed / implemented within a reasonable timescale.	3	31/03/20 Revised to 31/10/21	There are no KPI's within the current contract that can be reported on. The Senior Commissioning officer for Care @ Home, Brokerage Manager and the Quality & Compliance Officer with Care @ home portfolio meet monthly to review the risk matrix of services. As the Care @ Home contract is currently being reviewed / retendered, meaningful KPI's	In progress	Quality and Improvement Manager

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				<p>will form part of the new specification.</p> <p>The Care at Home retendering exercise has been impacted by Covid19 and will now commence in the spring of 2021 with a new contract in place by the Autumn of 2021</p>		
Broker Placement - Provision of residential and nursing care	<p>We recommend that the Head of Care Commissioning (A&C) undertakes the following:</p> <ul style="list-style-type: none"> • Evaluates the establishment needed within Brokerage, with consideration of the skills required to deliver the care home provision necessary • Introduces a process for case load prioritisation with allocation performed by the Brokerage Team Leader • Establish a performance management process to support and improve individual's skills and output where necessary. 	3	<p>01/04/20</p> <p>Revised to 31/03/21</p>	<p>An agreed definition of urgent response will be created with Head of Operations to enable case load prioritisation and response time. A broker review report will include a skills and knowledge gaps and training plan to support development.</p>	In progress	Head of Care Commissioning (A&C)
Continuing Healthcare Funding Process	<p>We recommend that the CHC Dispute Policy should be viewed with consideration given to any changes required, in particular the timeframe for a meeting to be arranged for cases subject to the dispute resolution process at level two. Once the policy is formally agreed between the Council and the CCG it should be signed off.</p>	2	<p>30/04/20</p> <p>Revised 31/03/21</p>	<p>The LA is now to consider the commissioning of an external CHC review and reassessment toolkit.</p>	In progress	Assistant Director, All Ages Commissioning

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Continuing Healthcare Funding Process	We recommend that a formal written backdating protocol is developed and approved between the Council and the CCG.	2	30/04/20 Revised 31/03/21	The LA is now to consider the commissioning of an external CHC review and reassessment toolkit.	In progress	Assistant Director, All Ages Commissioning
Healthy Lifestyle Service 2019/20	We recommend that the Healthy Lifestyles and Wellbeing Information Manager ensures: <ul style="list-style-type: none"> • The Healthy Lifestyle Specialist populates the 121 agenda to accurately reflect their work status, to allow the Healthy Lifestyles and Wellbeing Information Manager to improve monitoring to identify training needs, improved outcomes and efficiencies • Progress against PDP objectives is evaluated on a regular basis appropriate to the development required • Questions on the DCRS are re-visited to determine if it would be beneficial to make other fields mandatory • A feedback form is developed for group activities • Healthy Lifestyle Specialist as part of the individual and group activities seek to obtain a completed feedback form from the client who participated in the event. This request could be monitored as part of the PDP process. 	3	30/11/20 Revised to 31/01/21	1. The service restructure/ redesign has been pushed back to recommence In Jan 2021 due to impact of COVID-19. 2. Data fields have been reviewed on DCRS; will need to be reviewed following restructure. 3. Service feedback questionnaire completed.	In progress	Healthy Lifestyles and Wellbeing Information Manager
Healthy Lifestyle Service 2019/20	We recommend that the Healthy Lifestyles and Wellbeing Information Manager confirms that procedures are reviewed to verify: <ul style="list-style-type: none"> • Alignment to the current processes • Compliance with Herefordshire Council Policy Writing Procedures, March 2018. 	3	31/03/20 Revised to 31/03/21	Due to COVID-19 and ongoing impact on the service this will be reviewed in 2021.	In progress	Healthy Lifestyles and Wellbeing Information Manager

