

Recommendations due before 30 September 2019 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	18-Oct-18 Revised to 31-Mar-20 2nd revised date TBD	Currently in the process of migrating all of the data across from Sentinel in to Synergy in order to implement the new NEF software. The database will hold provider, setting, staff, child and contact information. Prior to school and nursery closures data forms had been issued for settings to	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	18-Oct-18 Revised to 31-Mar-20 2nd revised date TBD	complete and return (via Anycomms) in order for the audit process to be completed. However the project is currently on hold for staff; training from Servelec, the software provider, cannot go ahead and therefore cannot be cascaded on end users. Secondly, nursery staff across the county have been furloughed and therefore cannot complete the data collection sheets.	In progress	Schools and Assets Team Leader

Recommendations due between 1 October 2019 – 30 April 2020

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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	31-3-20 Revised to 30-06-20	Work is underway to ensure that recommended procedures are in place and will be consulted upon.	In progress	Interim Education and capital Manager
<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	31-3-20 Revised to 31-10-20	Dedicated timetable in place to enable team to meet (outside of a team meeting) and discuss review / revise / adapt process changes and templates - fortnightly. A suite of templates that are branded, consistent in approach but recognising the difference in service areas, i.e. care homes, supported living, care@ home etc. are being tried and tested. New starters will be the indicator as to how well the templates and guidance notes have been developed and used.	In progress	Quality and Improvement Manager

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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	31-3-20 Revised to 31-10-20	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 will form part of the new specification.	In progress	Quality and Improvement Manager
Broker Placement - Provision of residential and nursing care	We recommend that the Assistant Director All Ages Commissioning undertake the following regarding the care placement process: <ul style="list-style-type: none"> • Review of the broker placement process to improve efficiency. • The need for the brokerage request form to be a mandatory task within Mosaic • The benefits of a more integrated working approach between operational staff and the Brokerage Team • The need for Mosaic to be able to report on the non-use of the Brokerage Request Form. 	2	30-4-20 Revised to 31-10-20	Brokerage are now located within the Commissioning team in Plough. A review of the function and processes is underway.	In progress	Assistant Director, All Ages Commissioning

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Broker Placement - Provision of residential and nursing care	We recommend that the Head of Care Commissioning (A&C) undertakes the following: <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	1-4-20 Revised to 31-10-20	An agreed definition of urgent response will be created with Head of Operations to enable case load prioritisation and response time. As broker review report will include a skills and knowledge gaps and training plan to support development	In progress	Head of Care Commissioning (A&C)
Broker Placement - Provision of residential and nursing care	We recommend that the Head of Care Commissioning (A&C) works with the Performance Team Lead to produce a report, which covers all elements of the demand for the provision of residential and nursing care.	2	1-4-20 Revised to 31-10-20	A broker dashboard will be produced and reported into the Commissioning and Programmes Board on a monthly basis with the other performance information. Time has been requested from performance to support this development.	In progress	Head of Care Commissioning (A&C)
Continuing Healthcare Funding Process	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.	2	30-4-20 Revised to 31-10-20	Local authority commissioners will continue to pursue resolution through the JCB.	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	30-4-20 Revised to 31-10-20	Local authority commissioners will continue to pursue resolution through the JCB.	In progress	Assistant Director, All Ages Commissioning
Healthy Lifestyle Service 2019/20	We recommend that the Healthy Lifestyles and Wellbeing Information Manager: <ul style="list-style-type: none"> • Provides guidelines to increase the number of engagements achieved through community groups and organisation to allow a larger audience to be reached for the targeted groups • In the next and subsequent financial years targeted engagements for priority groups should incorporate a measure of expected achievement to monitor success 	3	31-3-20 Revised to 31-10-20	Service community engagement guidelines will be reviewed during 20/21 to target priority groups and also to reflect any required social distancing measures.	In progress	Healthy Lifestyles and Wellbeing Information Manager
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 	3	30-4-20 Revised to 30-06-20	1.Awaiting decision on proposal to recruit a team lead for the service. 2. Data fields have been reviewed on DCRS; however may require further review during the financial year (20/21) 3.Service feedback questionnaire is live on the system for all trainers to send/ complete with clients. The service is also gathering case studies to demonstrate service outcomes.	In progress	Healthy Lifestyles and Wellbeing Information Manager

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	<ul style="list-style-type: none"> • 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. 					
Healthy Lifestyle Service 2019/20	<p>We recommend that the Healthy Lifestyles and Wellbeing Information Manager confirms that procedures are reviewed to verify:</p> <ul style="list-style-type: none"> • Alignment to the current processes • Compliance with Herefordshire Council Policy Writing Procedures, March 2018. 	3	31-3-20 Revised to 31-3-21	Alignment of these policies will form part of the 20/21 work plan in advance of their review date.	In progress	Healthy Lifestyles and Wellbeing Information Manager