

Recommendations due before 30 September 2020

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 date 31/01/21	Complete		Education and Schools System Manager
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 date 31/01/21	Complete		Education and Schools System Manager
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 date 30/09/20 Revised date 31/03/20	The interim Education and Capital Manager left the Council on the March 2020 and was replaced by the Head of Educational Development who not aware of the recommendations at the time of the follow up	In progress	Head of Educational Development.

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			Revised date 31/09/21	audit. However, paper currently be written which will give clear guidance, including role and responsibilities, around schools maintenance. this will be available to consult on later this year		
Adults and Communities						
AWB Contract Monitoring - Quality Assurance Strategy 2018/19	<p>1.1 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.</p> <p>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.</p>	3	<p>31/03/20</p> <p>Revised date 31/03/21</p>	Complete		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	<p>31/03/20</p> <p>Revised date 31/10/21</p>	Care & Home tender, T & F group to meet to draft quality standards and KPI's in readiness for contract award.	In Progress	Quality and Improvement Manager

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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 date 31/03/21</p>	Complete		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 date 31/03/21</p> <p>Revised date 31/07/21</p>	<p>Local Authority commissioners and operations are working with CCG colleagues to review a number of CHC cases. This will generate a future change of approach including the dispute resolution policy.</p>	In progress	Assistant Director, All Ages Commissioning
Continuing Healthcare Funding Process	<p>We recommend that a formal written backdating protocol is developed and approved between the Council and the CCG.</p>	2	<p>30/04/20</p> <p>Revised date 31/03/21</p> <p>Revised date 31/07/21</p>	<p>Local Authority commissioners and operations are working with CCG colleagues to review a number of CHC cases. This will generate a future change of approach including the dispute resolution policy.</p>	In progress	Assistant Director, All Ages Commissioning
Healthy Lifestyle Service 2019/20	<p>1.3 We recommend that the Healthy Lifestyles and Wellbeing Information Manager ensures:</p>	3	<p>30/04/20</p> <p>Revised date 30/11/20</p>	<p>1. The service restructure/ redesign has been ongoing but timescales for completion are now early part of the</p>	In progress	Healthy Lifestyles and Wellbeing Information Manager

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	<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. 		<p>Revised date 31/01/21</p> <p>Revised date 31/07/21</p>	<p>financial year. Roles and responsibilities within the service are under review, and the recommendation to introduce a team lead has not been taken forward as part of the Talk Community restructure.</p> <p>2. Data fields have been reviewed on DCRS; will need to be reviewed following restructure, as delivery models will be adjusted.</p>		
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	<p>31/03/20</p> <p>Revised date 31/03/21</p> <p>Revised date 31/07/21</p>	The service restructure/ redesign has been pushed back to April 2021 due to service review and restructure taking place.	In progress	Healthy Lifestyles and Wellbeing Information Manager