Appendix 2 – Recommendations Over 12 Months Overdue

Audit Title	Due Date	Recommendation	Management Response	Update/Opinion	Ownership and Actions
Mental Health Casework Compliance	30 Sept 2019	The Director of Adult Services should ensure that a formal process is agreed and established with the Trust for a monthly reconciliation between safeguarding referrals sent and received. Trust and Council staff should work together to ensure that the new case management systems in each organisation – Paris and Liquid Logic, respectively – consistently record outcomes of safeguarding referrals, so that these can more easily be transferred across systems to ensure completeness of Council records and ability to monitor outcomes.	It is accepted that safeguarding outcomes need to be recorded in MiCare (Liquid Logic in future). Quality and Performance group will consider options to ensure this can be done efficiently and effectively.	Our latest update on progress confirmed that the trust continues to send data every month to the Council, and this includes data on all safeguarding activity, so this includes safeguarding generated externally and thereby logged on Liquid Logic, and safeguarding alerts generated within the trust which does not get logged on Liquid Logic.

The Governance and Performance Manager (Mental Health) however confirmed that GMMH admin staff still do not have access to liquid logic to allow safeguarding outcomes to be concluded on Liquid logic and closed. This step has been delayed due to the safeguarding process on Liquid Logic having been recently amended for all of Adults Social Care and a variation of this process having been created for GMMH which was tested on 1 July 2022.

This testing confirmed that a minimum of two administration staff in each mental health team will be needed to ensure someone with appropriate access and training to sign off the end-to-end process on liquid logic. It is planned to backdate the entry to liquid logic to April 2022 to capture a full year's data. The new safeguarding process is due to go live on liquid logic on 5 September 2022, so this is the target date | **Director:** Bernadette Enright, Executive Director of Adult Social Services

Executive Member: Councillor Robinson.

Status: 34 months overdue

Action:

Internal Audit will follow up progress after the 5 September deadline for Trust staff to have access to liquid logic. |

Audit Title	Due Date	Recommendation	Management Response	Update/Opinion	Ownership and Actions
				to have the necessary administration staff ready to access Liquid logic. **Internal Audit Opinion:** Partially Implemented	
Transitions to Adult Services 15 Feb 2018	30 June 2018	To support day to day performance management the Interim Deputy Director of Adults Social Services should introduce a suite of Key Performance Indicators. This should be defined once the strategy and vision in place. A long-term solution should be considered and built into Liquid Logic to help identify performance trends and provide assurance to senior management.	Key performance Indicators (KPIs) to be introduced.	The Assistant Director for Adults Services confirmed in our latest updates that some regular reporting is being completed but it is a manual process, it is time consuming and does not include specific performance indicator or performance reporting. Audit have seen a reporting template that has been developed with PRI for performance reporting on transitions once the necessary updates have been made to liquid logic workflows. Delays to reports including more performance reporting are due to delays in transitions workflows being added to Liquid Logic to enable system-based reports to be produced. The current plan for this to be complete is September 2022 and at this point formal performance reports will become operational **Internal Audit Opinion**: Partially Implemented	**Director:** Bernadette Enright, Executive Director of Adult Social Services **Executive Member:** Councillor Robinson. **Status:** 49 months overdue **Action:** Internal Audit to confirm by end of September 2022 that Liquid Logic workflows for transitions have been developed and that performance reporting is being completed.