

Appendix 3 – Recommendations between 6 and 12 Months Overdue

Audit Title	Due Date	Recommendation	Management Response	Update/Opinion	Ownership and Actions
Placement Finding: Review of Core Processes	30 Sept 2021	<p>The Commissioning Service Manager with the support of officers from finance should determine how management information and reports can be used to more promptly to identify and act on:</p> <ul style="list-style-type: none"> -outstanding unpaid invoices which require resolving; -unbilled care received; -instances where payments are being made to multiple carers for a single child. -Other overpayments to carers/providers. <p>This should then be produced regularly and shared with relevant officers to allow for these cases to be addressed. Work should also be undertaken with providers to ensure they are billing correctly to facilitate payment i.e., one invoice per child and this should include all costs related to the placement (accommodation plus any support costs).</p>	<p>This is a complex area and one that also requires the input from finance officers and practitioners linked to the practice of placing children with care givers. CPT and CC do not always know when such issues arise particularly if they are internal foster carers.</p> <p>The Controcc system requires a high level of expertise which we do not have in the service, particularly to run reports which are accurate. This aspect is also a resource and capacity issue, and discussions are on-going with senior leaders regarding this aspect.</p>	<p>This recommendation remains partially implemented and we are awaiting the findings of internal audit work currently underway to determine whether the status can be changed to implemented.</p> <p>Internal Audit opinion: Partially implemented</p>	<p>Director: Paul Marshall, Strategic Director of Children’s Services</p> <p>Executive Member: Councillor Bridges</p> <p>Status: Nine months overdue</p> <p>Action: To reconsider the status of the recommendation following the results of the Internal Audit data analytics review.</p>
Placement Finding: Review of Core Processes	30 Nov 2021	<p>The Commissioning Service Manager in conjunction with Social Work Managers should consider current placement closedown processes and how the risk of payments to more than one carer for the same child and</p>	<p>As acknowledged this aspect is wider than CPT, the responsibility for entering the details of placements and closing placements are the tasks for social workers. CPT and CC do not routinely know</p>	<p>This recommendation remains partially implemented and we are awaiting the findings of internal audit work currently underway to determine whether the status</p>	<p>Director: Paul Marshall, Strategic Director of Children’s Services</p> <p>Executive Member: Councillor Bridges</p> <p>Status: Seven months overdue</p>

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		<p>period could be identified in advance to prevent significant repeated overpayments. This should include ceased arrangements and transfers in internal foster carers; Special Guardianship Orders, extra allowances, and other costs. Once the correct process is determined this should be reflected in the Fostering, Post 16 and Residential workflow diagrams which have been produced recently.</p>	<p>when SGO's are granted, or children move internally if this is agreed within the duty service for fostering. Meetings have taken place with HOS, LS, finance, and LL lead with regard to this matter and there is not a resolution in the system which would allow more control in the fostering service. The practice continues and the issues become compounded if children are in multiple short-term placements. We are implementing weekly check ins for all children moving in and out of the service to try to get ahead of the payment issues. However, further work is needed from across CSC localities to support this aspect.</p>	<p>can be changed to implemented.</p> <p>Internal Audit opinion: Partially implemented</p>	<p>Action: To reconsider the status of the recommendation following the results of the Internal Audit data analytics review.</p>