

## Appendix 2 – Recommendations Over 9 Months Overdue

| Audit Title   | Due Date            | Recommendation   | Management Response   | Update/Opinion   | Ownership and Actions  |
|---|---------------------|--|---|--|--|
| <p>Multi Agency Safeguarding Hub – Referrals and Enquiries: Compliance Audit</p> <p>19 September 2017</p> | <p>30 Sept 2017</p> | <p>The MASH Operations Manager should ensure that the consent fields in the MiCare Contact Centre Information episode and in the Screening Social Worker Decision page of the Contact Screening episode are mandatory. If the consent field is answered 'no', the free-text justification field should then be mandatory. The MASH Operations Manager should ensure that Screening Social Workers review the reasons for no consent before proceeding, to ensure that the justifications provided for over-riding consent are in line with the Consent Policy.</p> | <p>Consent Policy revised and shared with all MASH staff. Monthly audits by MASH team managers are evidencing improvements. Application of consent policy will be tracked via monthly partner audit activity.</p> | <p>Management have developed an audit tool to inform reviews of compliance with the Consent Policy. We have been told this is operational and the first audits will be available for review shortly.</p> <p>When Internal Audit receives the outcomes of the first audit activities and reviews them it should be possible to confirm that the recommendation has been implemented.</p> <p><b>Internal Audit Opinion:</b> Partially Implemented.</p> | <p><b>Director:</b> Paul Marshall, Strategic Director of Children's Services</p> <p><b>Executive Member:</b> Councillor Bridges</p> <p><b>Status:</b> 16 months overdue</p> <p><b>Action:</b> Internal Audit to assess implementation in February.</p> |