

INTERNAL AND EXTERNAL AUDIT REPORT FOLLOW UP 2024-25

1.0 INTRODUCTION

- 1.1 Internal and external audit reports include an action plan with a management response establishing the agreed action, timescale and responsible officer. Internal Audit record these in a database and, on a monthly basis, follow them up to ensure they are being progressed.
- 1.2 This report updates the committee on all open actions as at 30 June 2024 including information on actions where the agreed implementation date has been rescheduled.

2.0 RECOMMENDATIONS

Table 1 - Actions Due by 30 June 2024

SMT/Service	Complete	Delayed/ Reschedule	No Response	Evidence Required	Total
--------------------	-----------------	--------------------------------	------------------------	------------------------------	--------------

4.0 CONCLUSION

4.1 Satisfactory progress continues to be made implementing audit actions.

5.0 IMPLICATIONS

5.1	Policy – None
5.2	Financial – None
5.3	Legal – None
5.4	HR – None
5.5	Fairer Scotland Duty – None
5.5.1	Equalities – protected characteristics – None
5.5.2	Socio-economic Duty – None
5.5.3	Islands – None
5.6	Climate Change – None
5.7	Risk – None
5.8	Customer Service – None
5.9	The Rights of the Child (UNCRC) – None

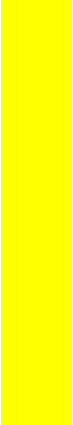
Paul MacAskill

Appendix 1 - Action Plan Points Delayed & Rescheduled, No Response or Evidence Required

Action Plan Points Due by

Service, Report, Plan no. & Finding	Agreed Action	Dates	Comment	Responsible Officer
<p>access. Termination of network access provides some comfort where leavers are concerned, however, this does not prevent users gaining continued access when transferring to another service area.</p> <p>Recommendation: periodic review of user status takes place by service systems administration to ensure access to sensitive data is restricted to those with current and legitimate service needs.</p>			backlog of accounts and staff shortage will delay this action.	
<p>4. Training EqSEIA guidance was issued to employees via a newsflash and presentations were made to managers, including a presentation on EqSEIA and for budget setting savings.</p>	Webinars and presentations on EqSEIAs will be run at key times in the year.	30/06/2023 31/12/2023 31/03/2024 30/06/2024	Toolkit development and training/ guidance materials on track for a revised date of November 2024.	Head of Customer Support Services

Service, Report, Plan no. & Finding	Agreed Action	Dates	Comment
-------------------------------------	---------------	-------	---------

Service, Report, Plan no. & Finding	Agreed Action	Dates	Comment	Responsible Officer
 <p>1. Policies and Procedures Care Assessment policies and procedures are in place with a number of key documents provided for review. The documents provided refer Carefirst. With the implementation of the new client database recording system Eclipse these require to reviewed and updated.</p>	Policies and procedures to be updated as part of the Eclipse Implementation Program.	30/06/2024		



Service, Report, Plan no. & Finding	Agreed Action	Dates	Comment	Responsible Officer
<p>6. Allocation of Resources The large majority of Learning Disability services are commissioned under the Supported Living contract and Older People services are commissioned under Care at Home contract. There are a few anomalies where some providers of Care at Home services are commissioned to provide support outside of their normal client group, however it was found that priority was given to older peoples services with Learning Disability clients remaining on a waiting list for personal care services.</p>	<p>Review the Care at Home contract as a matter of priority to ensure that there is personal care provision across the authority for those under the age of 65 with complex needs, who do not require more intensive care such as that provided via Supported Living.</p>	<p>30/06/2024</p>	<p>The contract was unable to be amended. There is a pilot to manage unmet personal care need for those under 65, pilot in Cowal and take key learning.</p>	<p>Head of Adult Services (Health & Community Care) & Chief Finance Officer</p>
<p>7. Unmet Need Unmet need for Older People Care at Home is collated by the resources team on a weekly basis, this is then submitted to Performance and Improvement Team, and is reported to Scottish Government. The data for Learning Disability is not currently recorded formally and not included in the above.</p>	<p>Include the data re unmet need for those under 65 in the weekly reporting format already in place for Older People.</p>	<p>30/06/2024</p>	<p>Initial Response received, however, further discussion requires to be taken between IA and relevant officer prior to sign off.</p>	<p>Head of Strategic Planning, Performance and Technology & Head of Adult Services (Health & Community Care)</p>

