

## AMBER REPORTS ISSUED QUARTERS 2 AND 3

## ABRAHAM DARBY LEISURE CENTRE – Follow up undertaken and improved to YELLOW

**1. Introduction and Scope**

- 1.1 An audit review was commenced on 9<sup>th</sup> May 2016, to provide an opinion on the control environment and a level of assurance for Abraham Darby Leisure Centre. The scope of the audit was agreed by Leisure Team Leader.
- 1.2 We would like to thank the following for their help during the audit:
- ✱✱ Leisure Team Leader
  - ✱✱ Receptionist
  - ✱✱ Duty Officers
  - ✱✱ Administration Officer

**2. Management Summary and Overall Opinion**

- 2.1 On the basis of the work carried out in respect to Abraham Darby Leisure Centre, our opinion based on the level of assurance provided by the controls for this audit area is **Limited**. *Whilst there is basically a sound system of control, there are weaknesses in the system that leaves some risks not addressed and there is evidence of non-compliance with some key controls.*

As part of this audit some of the Central Leisure Team controls and procedures in respect to Clarity were reviewed. On the basis of the work in this area the level of assurance is **Reasonable**. *There is a sound system of control but there is evidence of non-compliance with some of the controls.*

- 2.2 Recommendations have been made to strengthen the controls found to require improvement at both Abraham Darby Leisure Centre and Central Leisure administration. We have included a risk rating - High, Medium, and Low- for each recommendation to assist you in the prioritisation of their implementation.

Recommendation Risk Rating Abraham Darby	Number	Percentage
High	4	17%
Medium	15	66%
Low	4	17%%
<b>Total</b>	<b>23</b>	<b>100%</b>

Recommendation Risk Rating Central Leisure	Number	Percentage
High		
Medium	6	100%
Low		
<b>Total</b>	<b>6</b>	<b>100%</b>

- 2.3 As part of the audit process we also identified some minor items that did not require recorded recommendations but were discussed at the closure meeting with the Leisure Team Leader.

- 2.4 As part of this audit we have also followed up the implementation of recommendations made in the previous Abraham Darby Leisure Centre audit. The table below shows the action taken since that audit:

<b>Recommendation Category</b>	<b>Implemented</b>	<b>Reiterated</b>
Legal Requirement	1	1
Financial Regulation	7	-
Policy/Procedure	7	1
Best Practice	-	-
<b>Total</b>	<b>15</b>	<b>2</b>

- 2.5 The implementation of the recommendations made in this report and those outstanding from the previous review will further strengthen the controls and processes in Abraham Darby Leisure Centre and Central leisure administration.

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## **CHILDREN'S BROKERAGE – FOSTER CARE**

### **1. Introduction and Scope**

- 1.1 An audit review was commenced in January 2016, to provide an opinion on the control environment and a level of assurance for Children's Brokerage – Foster Care. The scope of the audit was agreed by Service Delivery Manager Placements.
- 1.2 We would like to thank the following for their help during the audit:
- \*\* Team Leader Self Directed Support & Brokerage
  - \*\* Family Placement Team Manager
  - \*\* Brokerage Officers

### **2. Good Practice Areas**

- 2.1 During the audit a good practice area within the process for Children's Brokerage - Foster care was identified.
- \*\* Since 1st March 2016 and the finalisation of the SMT restructure there is now a regular meeting with the AD, SDM's and Family Placements Team Manager to monitor the movement of foster care placements

### **3 Management Summary and Overall Opinion**

- 3.1 On the basis of the work carried out, our opinion based on the level of assurance provided by the controls for this audit area is Limited. Whilst there is basically a sound system of control, there are weaknesses in the system that leaves some risks not addressed and there is evidence of non-compliance with some key controls
- 3.2 Recommendations have been made to strengthen the controls found to require improvement. We have included a risk rating - High, Medium, and Low- for each recommendation to assist you in the prioritisation of their implementation.

<b>Recommendation Risk Rating</b>	<b>Number</b>	<b>Percentage</b>
High	3	27%
Medium	6	55%
Low	2	18%
<b>Total</b>	<b>11</b>	<b>100%</b>

- 3.3 The implementation of the recommendations made in this report will strengthen the controls and processes relating to Children's Brokerage - Foster Care.

## **COMMUNITY SUPPORT FINANCE AUDIT – Follow up undertaken and improved to GREEN**

### **1. Introduction and Scope**

- 1.1 An audit review commenced April 2016, to provide an opinion on the control environment and a level of assurance for Community Support, Clients finances (sites tested Great Bolas, Grizedale, Ketley, Lightmoor and Trench). The scope of the audit was agreed by Service Leader, Community Support and Shared Lives.
- 1.2 We would like to thank the following for their help during the audit:
- Service Leader, Community Support and Shared Lives.  
 Senior Enablement Workers  
 Enablement Workers  
 Safeguarding Finance Officer

### **2. Good Practice Areas**

- 2.1 During the audit a couple of good practice areas within the process for community support finance audit were identified. These were:
- ✱ At the Trench site at the end of each finance sheet, the page is audited by a member of staff. The finance entries were ticked in red when checked and verified to receipt. The bottom of the page was then signed and dated.
  - ✱ At the Grizedale site the receipts retained are numbered and then stored in an envelope with the finance records. Written on the front of the envelope is the page number of the finance book that the receipts relate to.

### **3. Management Summary and Overall Opinion**

- 3.1 On the basis of the work carried out, our opinion based on the level of assurance provided by the controls for this audit area is Limited. Whilst there is basically a sound system of control, there are weaknesses in the system that leaves some risks not addressed and there is evidence of non-compliance with some key controls.
- 3.2 Recommendations have been made to strengthen the controls found to require improvement. We have included a risk rating - High, Medium, and Low- for each recommendation to assist you in the prioritisation of their implementation.

<b>Recommendation Risk Rating</b>	<b>Number</b>	<b>Percentage</b>
High	6	26
Medium	17	74
Low		
<b>Total</b>	<b>23</b>	<b>100</b>

- 3.3 The implementation of the recommendations made in this report will further strengthen the controls and processes in Community Support

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## **CORE GROUPS**

### **1. Introduction and Scope**

- 1.1 An audit review was commenced in May 2016, to provide an opinion on the control environment and a level of assurance for Core Groups. The scope of the audit was agreed by SDM Child Protection & Family Support
- 1.2 We would like to thank the following for their help during the audit:
- \*\* SDM Child Protection & Family Support
  - \*\* Team Leader Support Services
  - \*\* 3 Team Leaders from Children's Safeguarding

### **2. Management Summary and Overall Opinion**

- 2.1 On the basis of the work carried out, our opinion based on the level of assurance provided by the controls for this audit area is Limited. Whilst there is basically a sound system of control, there are weaknesses in the system that leaves some risks not addressed and there is evidence of non-compliance with some key controls.
- 2.2 Recommendations have been made to strengthen the controls found to require improvement. We have included a risk rating - High, Medium, and Low- for each recommendation to assist you in the prioritisation of their implementation.

<b>Recommendation Risk Rating</b>	<b>Number</b>	<b>Percentage</b>
High	2	25%
Medium	6	75%
Low	0	0
<b>Total</b>	<b>8</b>	<b>100%</b>

- 2.3 The implementation of the recommendations made in this report will further strengthen the controls and processes in relation to Core Groups.
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## SUPERVISION POLICY REVIEW

### 1. Introduction and Scope

- 1.1 An audit review was commenced in February 2016, to provide an opinion on the control environment and a level of assurance in respect to the Supervision Policy (Children's and Adults). The scope of the audit was agreed by the Director Children's & Adult Services.
- 1.2 We would like to thank the following for their help during the audit:
- ✪ Managers & Staff across Early Help & Support and Children's Safeguarding who responded to questionnaires and provided further assistance where required
  - ✪ Service Delivery Manager Mental Capacity & Safeguarding
  - ✪ Principal Social Worker Children's Safeguarding

### 2. Good Practice Areas

- 2.1 During the audit an area of good practice within the process for Children's Safeguarding Supervision was identified.
- ✪ The process has recently changed. There used to be a paper copy for each case discussed, which was then signed, scanned and uploaded onto Protocol and attached as a case file by a Business Support Officer. All case specific discussions at supervision sessions are now typed directly onto a Protocol template on the live data base as a case note; these remain as draft for seven days so that the Social Worker can review them and ensure that they are correct.

### 3. Management Summary and Overall Opinion

- 3.1 It should be noted that the Supervision Policy and guidance is in the process of being revised and reissued across both Children's and Adults Services but the principles tested during this audit review remain the same. On the basis of the work carried out, our opinion based on the level of assurance provided by the controls for this process is Limited. Whilst there is basically a sound system of control, there are weaknesses in the system that leaves some risks not addressed and there is evidence of non-compliance with some key controls. Application of the revised guidance should address some of the issues identified in this review.
- 3.2 Recommendations have been made to strengthen the controls found to require improvement. We have included a risk rating - High, Medium, and Low- for each recommendation to assist you in the prioritisation of their implementation.

Recommendation Risk Rating	Number	Percentage
High	1	10%
Medium	6	60%
Low	3	30%
<b>Total</b>	<b>10</b>	<b>100%</b>

- 3.3 The implementation of the recommendations made in this report will further strengthen the controls and processes within the Supervision process.

## WEST ROAD PETTY CASH

### 1. Introduction

- 1.1 As part of the follow up of the Section 17 Audit it was noted that there were a number of payments being made from the Child Protection & Family Support imprest account that did not have any evidence or supporting receipts. Additional work was therefore undertaken to investigate this position to ensure that there were adequate controls in place and to ascertain if the sub account was being properly administered, in accordance with Financial Regulations.
- 1.2 Two auditors visited West Road on 14 June 2016 to undertake a reconciliation of the petty cash held. Due to the lack of supporting documentation this could not be undertaken and recommendations have been made to improve the procedures and controls in place.
- 1.3 We would like to thank the following for their help during this review:
- ⌘ Service Support Officer - Finance
  - ⌘ Principal Social Worker

### 2. Management Summary and Overall Opinion

- 2.1 On the basis of the work carried out, our opinion based on the level of assurance provided by the controls for the West Road sub account is **Limited**. Whilst there is basically a sound system of control, there are weaknesses in the system that leaves some risks not addressed and there is evidence of non-compliance with some key controls.
- 2.2 Recommendations have been made to strengthen the controls found to require improvement. We have included a risk rating - High, Medium, and Low- for each recommendation to assist you in the prioritisation of their implementation.

Recommendation Risk Rating	Number	Percentage
High	5	55%
Medium	4	45%
Low	-	-
<b>Total</b>	<b>9</b>	<b>100%</b>

- 3.3 The implementation of the recommendations made in this report will strengthen the financial controls and processes at West Road.

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## CHILDREN'S ARRANGEMENT ORDERS

### 1. Introduction and Scope

- 1.1 An audit review commenced February 2016 to provide an opinion on the control environment and a level of assurance for Children's arrangement orders. The scope of the audit was agreed by the AD: Children's Safeguarding & Specialist services.
- 1.2 We would like to thank the following for their help during the audit:
- Team Manager - Family & Friends Fostering

Team Manager - Child Protection & Family Services  
Team Leader - Children's Safeguarding  
Senior Finance Officer  
Service Support Officer – Finance

## 2. Management Summary and Overall Opinion

- 2.1 On the basis of the work carried out, our opinion based on the level of assurance provided by the controls for this audit area is **LIMITED** - *Whilst there is basically a sound system of control, there are weaknesses in the system that leaves some risks not addressed and there is evidence of non-compliance with some key controls.*
- 2.2 Recommendations have been made to strengthen the controls found to require improvement. We have included a risk rating - High, Medium, and Low- for each recommendation to assist you in the prioritisation of their implementation.

Recommendation Risk Rating	Number	Percentage
High	3	17%
Medium	13	72%
Low	2	11%
<b>Total</b>	<b>18</b>	<b>100%</b>

- 2.3 The implementation of the recommendations made in this report will further strengthen the controls and processes for Children's Arrangements Orders.

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## TEMPORARY ACCOMMODATION

### 1. Introduction and Scope

- 1.1 An audit review was commenced June 2016 to provide an opinion on the control environment and a level of assurance for Temporary Accommodation. The scope of the audit was agreed by Service Delivery Manager – Cohesion.
- 1.2 We would like to thank the following for their help during the audit:
- Business Administration Apprentice  
Family Intervention Specialist  
Homelessness Team Leader  
Locality Manager (Wrekin)  
Surveyor  
Senior Finance Officer  
Revenues Billing & Collections Group Manager

### 2. Management Summary and Overall Opinion

- 2.1 On the basis of the work carried out, our opinion based on the level of assurance provided by the controls for this audit area is **LIMITED** - *Whilst there is basically a sound system of control, there are weaknesses in the system that leaves some risks not addressed and there is evidence of non-compliance with some key controls.*

- 2.2 Recommendations have been made to strengthen the controls found to require improvement. We have included a risk rating - High, Medium, and Low- for each recommendation to assist you in the prioritisation of their implementation.

Recommendation Risk Rating	Number	Percentage
High	2	18%
Medium	8	73%
Low	1	9%
<b>Total</b>	<b>11</b>	<b>100%</b>

- 2.3 As part of the audit process we also identified some minor items that did not require recorded recommendations but were discussed with the appropriate Manager.
- 2.4 The Business Administration Apprentice post was responsible for auditing temporary accommodation accounts and ensuring all payments are correctly allocated to the resident's account. She monitored bad debts and undertook debt recovery. Unfortunately the Apprentice left the Cohesion Team 8/7/16 and the responsibility for monitoring resident's accounts has been transferred for an interim period to the Family Intervention Specialist. There is uncertainty on who will be responsible for this in the long term due to restructures and reduced/shortages of staff. This is a high risk area and Audit have concerns that if payments are not monitored adequately there is the possibility that accounts and the information held will not be reliable and therefore it would make any debt recovery very difficult.
- 2.5 The implementation of the recommendations made in this report will further strengthen the controls and processes in Temporary Accommodation.

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## **TREASURY MANAGEMENT – Follow up undertaken and improved to GREEN**

### **1. Introduction and Scope**

- 1.1 An audit review was commenced in July 2016, to provide an opinion on the control environment and a level of assurance for Treasury Management. The scope of the audit was agreed by the Finance Team Leader.
- 1.2 We would like to thank the Treasury Officer and Finance Team Leader for their help during the audit.

### **2. Good Practice Areas**

- 2.1 During the audit the following area of good practice within the process for Treasury Management was identified.
- ⌘ Records for short term investments are referenced within files and cross referenced on the cash book



### 3. Management Summary and Overall Opinion

- 3.1 On the basis of the work carried out, our opinion based on the level of assurance provided by the controls for this audit area is **Limited**. Whilst there is basically a sound system of control, there are weaknesses in the system that leaves some risks not addressed and there is evidence of non-compliance with some key controls.
- 3.2 Recommendations have been made to strengthen the controls found to require improvement. We have included a risk rating - High, Medium, and Low- for each recommendation to assist you in the prioritisation of their implementation.

Recommendation Risk Rating	Number	Percentage
High	3	60%
Medium	2	40%
Low	-	-
<b>Total</b>	<b>5</b>	<b>100%</b>

- 3.3 As part of the audit process we also identified some minor items that did not require recorded recommendations but were discussed at the closure meeting with the Finance Team Leader.
- 3.4 As part of this audit we have also followed up the recommendation made in the previous audit and have confirmed that it has been implemented.
- 3.5 The implementation of the recommendations made in this report will further strengthen the controls and processes in Treasury Management.