

Update on Adults, Housing and Communities Internal Audit Assurance

Background

In March 2023, the Adults, Housing and Communities directorate presented an update to the Governance and Audit Committee on its control environment, which included the effectiveness of internal assurance controls and the monitoring of implementation of agreed actions.

Issues

At the time of the update the directorate had 9 audits with open recommendations with 18 outstanding actions (2 red, 9 red/amber, 6 amber green and 1 green).

The Adults, Housing and Communities directorate faced unprecedented challenges during the pandemic and also experienced a post pandemic surge in demand and problems recruiting and retraining staff, both for internal services and also for commissioned services and partners. This had impacted on services and led to some delays in the actioning of audit recommendations.

Current Position

The table below shows the current position as at October 2023. The audits marked in green are those that have been completed since the Governance and Audit Committee meeting took place on 21st March 2023.

Audit	Report Status	Assurance Rating	Total Actions	Completed Actions as at March 2023	Completed Actions March to October 2023	Implementation Status
2023/24						
Housing Rents	Final	Effective with opportunity for improvement	6	0	1	1 action completed, 1 due December 2023 and 4 due February 2024.
Performance Management	Final	Effective	0	0	0	
2022/23						
Housing Benefit - Local Housing Allowance -Council Tax Reduction Scheme	Final	Effective	3	1	2	All actions complete
2021/22						
Joint Equipment Service	Final	Insufficient with major improvement needed	8	6	2	All actions completed

2020/21						
Income and Debtors - People and Communities	Final	Effective with opportunity for improvement	6	5	1	All actions completed
Income & Debtors - Social Services	Final	Effective with opportunity for improvement	3	2	1	All actions completed
Older – Longstanding Recommendations						
Social Services - Health and Safety	Final	Effective with opportunity for improvement	5	4	1	All actions completed
Domiciliary Care	Final	Insufficient with major improvement needed	8	3	5	All actions completed
Deprivation of Liberty Safeguards	Final	Insufficient with major improvement needed	3	1	2	All actions completed
Direct Payments Support Service	Final	Insufficient with major improvement needed	6	4	2	All actions completed
Learning Disabilities	Final	Effective with opportunity for improvement	2	0	2	All actions completed

The only open recommendations relate to an audit that was finalised in October 2023, and all other recommendations have been implemented.

On 3 November 2023, the Committee was issued with a spreadsheet containing the 18 recommendations reported in March which have been subsequently closed.