

## MANAGEMENT ACTION PLAN

<b>Directorate:</b>	Business Services / Adult Social Care
<b>Audit report:</b>	Social Care Debt
<b>Dated:</b>	June 2014

## PRIORITY RATINGS

- Priority 1 (high)** - major control weakness requiring immediate implementation of recommendation
- Priority 2 (medium)** - existing procedures have negative impact on internal control or the efficient use of resources
- Priority 3 (low)** - recommendation represents good practice but its implementation is not fundamental to internal control

Para Ref	Recommendation	Priority Rating	Management Action Proposed	Timescale for Action	Officer Responsible	Audit Agree?
5.33	ASC management should consider incorporating a discussion about the impact of changing payment methods into care reviews.	Medium	It is not practical for care reviews to routinely include discussions about paying by direct debit (DD). However, where there are difficulties in managing finances (not related to mental capacity) practitioners will be reminded to promote DD in guidance to be issued shortly.	July 2014	Toni Carney	Yes

I agree the action above and accept overall accountability for their timely completion. I will inform Internal Audit if timescales are likely to be missed.	The action agreed is / is <del>not</del> satisfactory.
Head of Service: Dave Sargeant / Simon Pollock	Supervising Auditor: Reem Burton
Date: 9 June 2014	Date: 9 June 2014

## Internal Audit

Para Ref	Recommendation	Priority Rating	Management Action Proposed	Timescale for Action	Officer Responsible	Audit Agree?
5.34	Alternative ways to promote direct debits should be investigated, including but not limited to: providing an incentive to pay by direct debit; engaging a community partner to assist and advise individuals; and discussing direct debit performance with other local authorities.	Medium	Use benchmarking data / contacts to identify other local authorities' practice. Final benchmarking data for 2013/14 should be available by September 2014.	October 2014	Jackie Knutton	Yes
5.41	In the short-term, all teams must make key information available in a timely manner to enable effective management of debts.	High	Report value of cases with contact delays – discuss at Process Owner and FAB operations meetings.	July 2014	Paul Carey-Kent Toni Carney Jackie Knutton	Yes
5.42	In the medium term, managers from each of the teams involved in the management of social care debt should consider implementing a mutually agreed Service or Operational Level Agreement that clearly sets out expectations and responsibilities.	Medium	Discuss at Process Owners meetings	October 2014	Paul Carey-Kent Toni Carney Jackie Knutton	Yes

Internal Audit

Para Ref	Recommendation	Priority Rating	Management Action Proposed	Timescale for Action	Officer Responsible	Audit Agree?
5.49	Relevant officers in Shared Services should review how they are addressing upcoming changes to charging and approach the Project Manager of the Care Bill Preparation work to establish any further action required.	Medium	Keep up to date with developments – Process Owner meetings. Draft regulations were published on 6 June 2014. Meeting to be arranged.	June 2014	Paul Carey-Kent Toni Carney Jackie Knutton	Yes

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