

MANAGEMENT ACTION PLAN

Directorate:	Children Schools and Families
Audit report:	Surrey Youth Centres- Governance and Business Management Arrangements
Dated:	28 July 2016

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?
5.13	The Annual Report for Young People could include a report of progress towards outcomes achieved. This will align the delivery outputs at youth centres to the Outcomes Framework.	Medium	We currently provide evidence to outcomes. We will review last year's annual report to strengthen outcomes achieved. This report relates to the whole of SYP and we can therefore look to highlight where outcomes have been achieved. This will not be a separate report for CYWS but will be highlighted within. Please note - The outcomes framework is for the whole of Services for Young People and not CYWS alone.	The report will be published at the end of September 2016	Chris Tisdall (Commissioning and Prevention) – Please note this may change as a result of service restructure from September 2016 onwards	Y

5.14	The service should establish a consistent reporting timetable to Committees and Local Task Groups which would demonstrate progress towards achieving the Authority's strategy for young people.	Medium	SYP reports on an annual basis to Local Committees, with the latest round of reports going to Committees in June 2016. Parts of these reports were focussed on CYWS provision, alongside other services. CYW is now part of a new Early Help Service, which will need to establish how it will report to Local Committees in the future. The questions raised in this report should be reflected in future reporting.	The next round of reports will go to Local Committees in June 2017 (please note change in scope from Services for Young People to Early Help).	Chris Tisdall (Commissioning and Prevention) – Please note this may change as a result of service restructure from September 2016 onwards	Y
5.15	The Annual Report for Young People could be formally shared with the Cabinet on an annual basis rather than at the end of the commissioning cycle in 2020. This would provide an update on progress towards achieving the Strategic goal of the Council thus maintaining transparency over the progress of the service towards meeting its strategic objectives.	Low	Local committees as set out in the council's constitution have delegated oversight responsibilities in respect of some parts of Services for Young People. SYP will report performance to Local Committees as explained above. An overall SYP annual report will be produced for 2015-16 by the end of September 2016. This will take account of report recommendations. This will be shared with Youth Task Groups and other Members. Reports for future years will need to reflect structural changes to services, following the	2015-16 SYP Annual Report to be produced by the end of September 2016 Future reporting requirements to be determined in response to structural changes within Children, Schools and Families Directorate,	Chris Tisdall (Commissioning and Prevention)	Y

			change to an Early Help Service, rather than just Services for Young People.			
5.16	The service should make effective use of the available data through its data bank tools to maintain data integrity and eliminate duplicate data on attendance.	Medium	Processes are already in place to redesign the Attendance App to ensure that duplicates do not occur.	This piece of work is being completed by IMT and is due for completion by end of August 2016	Chris Spring (IMT)	Y
5.17	Financial information reported by the service should be validated for accuracy. Where a report includes financial information it is recommended the Finance Lead for Children and Young People should validate the data before it is presented to Local Committees.	High	This action will be implemented for the 2015/16 SYP Annual Report.	Annual report to be produced by September 2015/16.	Chris Tisdall (Commissioning and Prevention)	Y
5.24	Session evaluation forms should include the Outcomes Framework as a minimum to ensure consistency over reporting on outcomes	Medium	Historically there were standard forms and as a result of feedback it was felt more appropriate for people to devise their own and is in line with NYA guidance in respect of the effective delivery of youth work. However, we recognise that there should be some givens though about what should be considered e.g.	End of December 2016	Nikki Parkhill Jan Smith	Y

			how has the session enabled young people to work towards employability/ achieve the intended outcomes and so we will undertake a review of existing forms to ensure that they are fit for purpose and demonstrate how the session where appropriate links to the Outcomes Framework.			
5.25	Delivery plans should link to the Quality Mark Framework and be seen to be contributing to the Outcomes Framework.	Medium	We will review existing delivery plans and strengthen the links with the outcomes framework where needed.	End of September 2016	Jan Smith Jeremy Crouch Leigh Middleton	Y
5.42	The CYWS provide training to youth workers on real-time use of the 'app'.	Medium	This has been provided extensively and is not the issue. CYWS is currently undertaken an audit of App use and the reasons why they are not being utilised across the county. We will then make recommendations on the basis of the finding of the audit.	Audit has been completed as of the end of July 16. A review of the audit and recommendation will be made by end of September 2016	Jan Smith Hannah Wyatt	Y
5.43	The service should be clear as to the extent of information available through the 'app' and its limitations. Accordingly officers should not make statements that could be	Medium	The service is clear in respect of the information available through the use of the App and will in future check draft minutes of local committee meetings to ensure that they reflect the	Ongoing	CYWS Management Team and Senior Practitioners	Y

	misleading to members.		tenet of what at times can be long conversations which are then condensed into a single sentence.			
5.44	Adequate guidance on how to securely store electronic devices should be provided at each centre to enable youth workers to use their devices in real time.	Medium	Risk assessment CYWS management to ensure all staff are aware of the guidance for safe storage of equipment on snet Look at cost effective property solution if risk of being stolen is great and additional storage needed Accept that there may be specific local conditions that at times may prevent the use of the App in real time.	By end August 16 By end September 2016	Sarah Gooding Jan Smith Sarah Gooding Jan Smith	Y
5.45	Assets belonging to the Authority should be clearly allocated and when no longer in use, should be returned to the Authority.	High	Inventories completed for all centres see 5.62	End September 2016	Sarah Gooding	Y
5.54	The service should present adequate information to budget holders to enable them to effectively monitor individual centre budgets. This should include income and expenditure transactions for each centre.	High	Completed- This information will be provided on a borough basis from July 16 onwards. It is not possible to provide this on a centre by centre basis. SPs have been advised on the best way to communicate this information to their	July onwards	Hannah Wyley	Y

			teams that no longer work on a centre by centre basis but across a borough and district.			
5.55	The service could consider providing read only access to SAP for officers responsible for budget management. This should be supported by adequate training to understand the system reports.	Low	Read only SAP access has now been provided to all Senior Practitioners w.e.f June 16	June completed	Hannah Wyley	Y
5.62	A complete inventory to be compiled of all assets owned by CYWS.	High	Inventory is currently being undertaken	By end September	Sarah Gooding	Y
5.63	A programme of asset verification checks to be implemented	Medium	A programme of asset checks will be undertaken across SYP's venues	End October 2016	Sarah Gooding	Y
5.64	Assets to be appropriately tagged and watermarked where required.	High	All assets will be checked and labelled either with water mark pen or standard label. Ensure that every centre has a pen/labels needed Locally procured assets with be watermarked	End October 2016	Sarah Gooding	Y
5.67	The service could give due consideration to the inclusion of the following risks on the service:	Low	This has been discussed at Risk Management panel and has not been deemed to be of high enough risk. However, we will raise	As the Directorate is being restructured it will go to the next available meeting.	Jan smith	Y

Internal Audit

	<ul style="list-style-type: none"> Services offered are not desired by Young People; and Lack of governance. 		these 2 specific issues with the Risk Management Panel to ensure that due consideration is given to these areas of risk.			
5.79	The service should approve cash handling procedures and Business Support to ensure that guidelines are understood and applied in practice	High	Completed - All centres have now been provided with paying in books, cash tins and a duplicate receipt book w.e.f July 16	July completed	Hannah Wyley	Y
5.80	Regular management overview for cash handling to be implemented to ensure accountability over cash received at centres	High	Completed - Each borough is required to submit a cash income return each month (w.e.f May 16), detailing all cash income received that month together with confirmation that it was banked that month.	May onwards. completed	Hannah Wyley	Y
5.100	The service should agree a generic registration form which incorporates declarations on allergies and medical conditions.	Medium	Audit of existing forms to check that they cover agreed key areas and amend where they do not.	30 th September	Nikki Parkhill Emma Stretton	Y
5.101	The service should provide clear procedure notes in relation to when consent should be obtained in relation to images of young people.	High	SCC policy alongside specific guidance from CYWS will be issued to all staff so they are clear on the use of images of young people.	August 2016	Jan Smith Nikki Parkhill	Y
5.102	Necessary measures should be implemented to ensure	High	A project team has been established to undertake	Where the pages have been set up by	Nikki Parkhill Hannah Wyatt	Y

	the closedown of all youth services –related websites and social media sites that do not comply with SCC guidelines.		this task and to provide approved social media guidance. We have identified all existing Facebook sites. We have 3 existing sites that are being used regularly and these are being brought in line with SCC policy particularly in relation to photo consent. Where pages are no longer being used these pages are being closed down.	existing SCC employees these have been shut down as of July 2016. Where the pages are historical in content and have been set up by ex SCC employees then this is currently in progress but taking a little longer.	Saffron Mackintosh	
5.103	Whilst social media is seen as an acceptable means of engaging with young people, the service should provide support on how to set up such sites in compliance with SCC guidelines	Low	Any future social media developments will be co-ordinated centrally.	This is an ongoing process as centres work with young people. On 10 th August staff will have training on the new social media policy and we will then work with centres on an individual basis to set up new facebook pages where required	Nikki Parkhill Hannah Wyatt Saffron Mackintosh	Y
5.104	As an authority SCC should be consistent in its approach regarding first aid and provide clear guidance to youth centre staff on protocol to be followed.	Medium	The service will send out first aid guidance to remind staff of their responsibilities.	30 th September 2016	Nikki Parkhill	Y
5.105	The use of CCTV at relevant sites should be reviewed to ensure compliance with the	High	Audit to be undertaken of all youth centres to ensure we are clear of those locations	End October 2016	Sarah Gooding	Y

	requirements of the Data Protection Act and in accordance with guidance from the Information Commissioners Office (ICO).		where we have SCC CCTV and partners CCTV. We will then make sure that staff are clear on the guidance pertaining to the use of CCTV and that building signage is clear as per SCC policies.			
5.106	Records of risk assessments should be accessible to all staff. Such assessments should not be saved on individuals personal drives.	Medium	Review all risk assessments and ensure that they are saved to a shared folder on the I drive. We will also need to consider a hard copy folder for part time staff where IT is not readily accessible. This will form a part of the Quality Mark process which is currently being completed by staff.	End of February 2017 with priority given to our more vulnerable sites	Sarah Gooding Jan Smith	Y
5.107	Where food and drinks are prepared at youth centres, the service should consider compliance with their relevant Local Councils environmental health teams to ensure compliance with Food Hygiene standards	Medium	With Ops admin we will audit the local requirements of borough's and district environmental health teams to ensure that we are in line with local standards. This is an action that will need to be undertaken across Early Help Services as the CYWS is not the only user of the kitchen facilities at youth centres	30 th November 2016	Ops Admin and CYWS Admin	Y
5.108	A clear view on healthy eating should be presented by the service to limit the quantity of fast food purchases for young people	Medium	Healthy eating is a core part of the work we do and the service needs to balance the often difficult and challenging work we do	Ongoing	CYWS youth work staff	Y

	attending youth centres. The merits of health eating should always be reinforced.		with young people alongside wanting to empower and support young people when they succeed and will continue to use predominantly limited pizza purchases to do this. We will ensure that there is a balance in the use of predominantly pizza purchases to encourage young people alongside the extensive work we do in respect of health eating.			
5.117	Expenditure using purchase cards should be approved by officers who have the authority to challenge such expenditure appropriately.	1	The CYWS manager currently approves East and West Practice Leads CYWS purchase card expenditure. The practice lead for the West is also on a part time secondment to Commissioning and Prevention and currently has his purchase card expenditure for this area approved by the Finance and Business Development Manager. This will now transfer to Head of Market Strategy	Mid September 2016	Marcus Robinson Finance and Business Development Manager. Commission and Prevention	Y
5.118	VAT should be correctly treated in relation to purchase card expenditure. VAT cannot be claimed without a valid tax invoice.	High	This will be monitored and corrected on an ongoing basis (process). We have committed to carrying out an internal mini Purchase Card Audit on a quarterly	July 16 - completed	Hannah Wyley and Business Support Officers	Y

Internal Audit

			basis to check VAT is being recorded properly. We have also requested that from July onwards a VAT receipt must be requested from a supermarket when purchasing food with a purchase card or with petty cash.			
5.119	Banking information provided by new suppliers should always be shared with the payments team on the suppliers headed paper.	High	CYWS Sap shoppers have been instructed to ensure that bank details are always provided on company headed paper prior to raising a free description shopping cart.	July 16 Completed with ongoing monitoring	Hannah Wyley and Business Support Officers	Y
5.120	Descriptions provided by officers processing petty cash related transactions could be strengthened to facilitate easier identification for reconciliation purposes.	Medium	An e-mail communication has been sent to all purchase card holders and petty cash users requesting them to provide a project name /food/equipment/etc details for each purchase.	July 16 – Completed with ongoing monitoring	Hannah Wyley and Business Support Officers	Y

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 satisfactory.

Head of Service: Garath Symonds
Date: 28 July 2016

Supervising Auditor: Tasneem Ali
Date: 29 July 2016

This page is intentionally left blank