

REPORT TITLE: EMERGENCY DUTY SERVICE (ADULTS)- FOLLOW UP

Meeting:	Corporate Governance & Audit Committee
Date:	26 July 2024
Cabinet Member (if applicable)	
Key Decision Eligible for Call In	No No – Information report
Purpose of Report To advise the committee of progress against the recommendations made by internal audit in relation to the Councils Adult Services Emergency Duty Service	
Recommendations <ul style="list-style-type: none"> • That the report be noted • The Committee consider if there are any matters they require any further information or assurance 	
Reasons for Recommendations <ul style="list-style-type: none"> • The report is provided for monitoring 	
Resource Implications: <ul style="list-style-type: none"> • None from this report; addressing recommendations should improve governance or control 	
Date signed off by <u>Strategic Director</u> & name.	Not applicable
Is it also signed off by the Service Director for Finance?	Not applicable
Is it also signed off by the Service Director for Legal Governance and Commissioning?	Not applicable

Electoral wards affected: all

Ward councillors consulted: none

Public or private: public with a private appendix

The appendix to this report is recommended for consideration in private because the information contained in it is exempt information within part 1 of Schedule 12A of the Local Government Act 1972 namely that the report contains information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining the exemption outweighs the public interest in disclosing the information and providing greater openness in the Council's decision making.

Has GDPR been considered? yes

1. Executive Summary

At its meeting on 10th May 2024 the Committee considered the final Quarterly Report of Internal Audit 2023/24 (January to March 2024) and decided that they were not content with the progress made in relation to one area of operation- the Emergency Duty Team of Adult Services. The Committee requested that management from the service attend a future meeting and discuss progress.

2. Information required to take a decision

The extract from the Quarterly Report (4 23/24) is reproduced below.

<u>Follow Up Audit</u>		<u>Opinion</u>	<u>Outstanding Recommendations</u>		
168	<u>Adults and Health</u>		Funda mental	Significant	Merits Attention
	Emergency Duty Service	Limited Assurance: The position from the previous follow-up audit review in 2022/23 remains unchanged. Implementation of the 8 outstanding recommendations is needed to strengthen the overall EDS internal control environment. The structure of the service has now been under review for over a year with no progress or changes implemented at present.	0	5	3

Additional information is contained in the Private Appendix.

3. Implications for the Council

Progress against Action Plans and in implementing recommendations is important as demonstrating a sound set of control arrangements and good governance.

3.1 Working with People

Not directly applicable (other than effective Service provision meets the needs to vulnerable clients).

3.2 Working with Partners

Not directly applicable (although the NHS and police have frequent involvement with the service).

3.3 Place Based Working

Not directly applicable.

3.4 Climate Change and Air Quality

Not directly applicable.

3.5 Improving outcomes for children

Not directly applicable.

3.6 Financial Implications

Refers in part to improving strategic and operational financial controls

- 3.7 **Legal Implications**
Not directly applicable.
- 3.8 **Other (e.g. Risk, Integrated Impact Assessment or Human Resources)**
Implementation of recommendations should improve overall control arrangements and promote good governance.
4. **Consultation**
With senior management in the service, who are responsible for implementation.
5. **Engagement**
Not applicable.
6. **Options**
Not applicable.
7. **Next steps and timelines**
For the Committee to discuss.
8. **Contact officer**
Martin Dearnley Head of Audit & Risk;
Michelle Cross Service Director
Suzanne Epstein, Service Manager for Mental Health
9. **Background Papers and History of Decisions**
Quarterly Report of Internal Audit Q4; 2023/24
10. **Appendices**
Public None
Private- the service has prepared a response note contained in the private appendix
11. **Service Director responsible**
The Head of Internal Audit is responsible for the Internal Audit function.
The following service directors provide oversight.
Samantha Lawton, Service Director for Legal Governances & Monitoring
Kevin Mulvaney, Service Director for Finance