

Ref	Issue	Priority	Responsibility	Supporting Actions	Target date	Start Date	End Date	Status
Audit Commission Recommendations								
AC R1	Complete the outstanding matters in respect of the supported living contracting process, including the completion of contracts by current providers	2	Mal Price Principal Manager QA&CC (Overarching Responsibility for this action)		November 2008			
1			Rick O'Brien Head of service Access and Assessment	Establish a Learning Disability Review Team to review all supported living arrangements.	01/08/08	01/08/08	01/08/08	Completed
2			Rick O'Brien Head of service Access and Assessment	Second experienced Contracts Manager to LD Review Team	01/08/08	24/08/08	24/08/08	Completed
3			Gerry Flanagan Commissioning Manager (Please note that this officer left the Department in January 2009)	Second a member of the Supporting People Team into the LD Review Team	01/11/08	17/11/08	17/11/08	Completed. A member of staff from the Regeneration Department Supporting People Team was seconded to the LD Review Team for 6 months to May 2009. This allowed for the development of enhanced contract monitoring processes and provided the LD Review Team with a much improved insight into Supporting People Issues and has subsequently facilitated improved cross-department working

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4			Rick O'Brien Head of service Access and Assessment	Review all LD people who use services	31/03/10	01/08/08		Ongoing. The Specialist Adult Learning Disabilities Review Team is working through a scheduled programme of reviews of all people with Learning Disabilities in Supported Living tenancies where the Department funds their support. The team has robust written procedures and staff from a number of disciplines (social care, contracts, and finance) to ensure that the needs and outcomes of people receiving services are met. There is robust senior operational management oversight and quality control of the Team with the Supported Living providers involved and targets have been set for the completion of these reviews. As part of the continuing transformation agenda all people with a learning disability will be offered the opportunity to have a personal budget by 31 March 2011. This work will commence in November 2009.
5			Mal Price Principal Manager QA&CC	Ensure a signed contract is in place for all independent sector providers with whom people are placed	30/11/08	01/08/08	31/01/09	Completed
6			Gerry Flanagan Commissioning Manager	Apply the accreditation process to in-house provision of supported living.	31/12/08	01/08/08	23/12/08	Completed
7			Mal Price Principal Manager QA&CC	Apply full accreditation process to all existing providers (With Business)	31/01/09	01/11/08	31/03/09	Completed

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AC R2	Clarify plans for the subsequent re-tendering of Domiciliary Care Contract.	2	Mal Price Principal Manager QA&CC (Overarching Responsibility for this action)		February 2009			
1			Mal Price Principal Manager QA&CC	Undertake a value for money appraisal of existing contracting arrangements for domiciliary care.	28/02/09	15/12/08	05/02/09	Completed. A single fee was approved by Cabinet on 19 March 2009 and implemented from April 2009 as a result of this action.
2			Mal Price Principal Manager QA&CC	Review current contract in terms of personalisation agenda and context of individual budgets.	30/09/09	01/02/09		Ongoing. Options to develop contracts to reflect personalisation to be reported to members in November 2009 for implementation in 2010.
AC R3	Formalise and embed contract monitoring arrangements for supported living contracts	2	Gerry Flanagan Commissioning Manager (Overarching Responsibility for this action)		November 2008			
1			Gerry Flanagan Commissioning Manager	Develop a Quality Assessment model for Wirral	30/11/08	05/11/08	02/12/08	Completed
2			Gerry Flanagan Commissioning Manager	Develop a Monitoring schedule of all Supported Living Providers	30/11/08	05/11/08	02/12/08	Completed
3			Gerry Flanagan Commissioning Manager	Undertake 10 spot check inspections to test monitoring framework	03/12/08	26/11/08	03/12/08	Completed

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4			Mal Price Principal Manager QA&CC	Report on the key findings of spot check inspections to Strategic Leadership Team. To be used to inform the approach being taken when the schedule of full inspections commences in January 2009	30/11/08	04/12/08	27/01/09	Completed
5			Gerry Flanagan Commissioning Manager	Inform all Accredited Providers in writing how the contract monitoring framework will be implemented	31/12/08	12/12/08	12/12/08	Completed.
AC R4	Complete outstanding financial assessment reviews for service users with Learning Disabilities, ensuring required financial compensation is provided	3	Sandra Thomas (Overarching Responsibility for this action)		December 2008			
1			Sandra Thomas	Undertake Financial Assessments for all 83 people supported in-house supported living services.	30/11/08	01/10/08	21/11/08	Completed. All people who use services who are being reviewed are offered access to Advocacy Services and a benefits check prior to the commencement of the review.
2			Sandra Thomas	Undertake a Financial Review for people supported in independent supported living provision.	31/03/09	03/12/08	29/05/09	Completed

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AC R5	Ensure appropriate safeguards are applied to protect vulnerable service users from the risk of any potential financial abuse	3	Mal Price Principal Manager QA&CC (Overarching Responsibility for this action)	All desktop evaluations should be validated by a second member of the panel. This should be evidenced with a signature and date	December 2008			
1			Gerry Flanagan Commissioning Manager	Revise LD Review Team letter informing people about their pending review to include an offer to facilitate a review of their personal finances and details of how to access advocacy support	31/12/08	24/12/08	01/12/08	Completed
2			Gerry Flanagan Commissioning Manager	Develop and distribute a guidance note to all providers on Daily Living Allowances in supported accommodation.	11/12/08	01/12/08	11/12/08	Completed.
3			Gerry Flanagan Commissioning Manager	Develop an "Easy read" guide to Daily Living Allowances for people who use services in consultation with people who use services. To include information on how to access advocacy services for assistance..	31/01/09	01/12/08	11/12/08	Completed
4			Gerry Flanagan Commissioning Manager	Obtain confirmation in writing from providers of the numbers and details of people placed with them for whom they act as appointees.	12/12/08	03/12/08	30/12/08	Completed.
5			Steve Passey Service manager Safeguarding	Service Manager for Safeguarding to review the issues at the heart of the original concern and confirm improvements have been made.	20/11/08	01/11/08	20/11/08	Completed.

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6			Gerry Flanagan Commissioning Manager	Ensure that all safeguarding requirements are robust at the interview stage of the accreditation process.	01/11/08	01/11/08	01/11/08	Completed.
7			Gerry Flanagan Commissioning Manager	Confirm that all accredited providers are working to the protection of Vulnerable Adults/Safeguarding Policy for Wirral.	31/12/08	11/12/08	31/01/09	Completed.
8			Steve Passey	Service Manager and Safeguarding Officer undertaking further review of accreditation process and contract monitoring framework.	17/12/08	16/12/08	17/12/08	Completed. A further full review of the Safeguarding process was completed in September 2009 which has been reported to members separately.
9			John Webb Director of DASS	Ensure that Contracting, Quality Assurance and Safeguarding functions of DASS are brought together within a single portfolio managed by a Principal Manager.	01/01/09	19/11/08	19/11/08	Completed

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Internal Audit Report dated 13 March 2008								
Internal Audit R1	Written procedures should be compiled for the accreditation process. They should be comprehensive and ensure fair competition and a consistent approach is maintained. They should be authorised by the DASS Strategic Leadership Team and be readily available to all relevant staff	3	Gerry Flanagan Commissioning Manager (Overarching Responsibility for this action)					
1			Gerry Flanagan Commissioning Manager	Develop comprehensive accreditation procedures.	29/10/08	01/11/08	28/11/08	Completed
2			Gerry Flanagan Commissioning Manager	Obtain DASS Strategic Leadership Team approval for accreditation procedures	29/10/08	01/11/08	28/11/08	Completed
3			Gerry Flanagan Commissioning Manager	Ensure accreditation procedures are available to all contract and commissioning staff.	29/10/08	01/11/08	28/11/08	Completed

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Internal Audit R2	To ensure a fair and consistent desktop evaluation and interview process, the same panel should be involved in both		Gerry Flanagan Commissioning Manager (Overarching Responsibility for this action)					
1			Gerry Flanagan Commissioning Manager	Ensure that the accreditation procedures clearly state that the desk top evaluation and accreditation panel interviews must involve the same officers.	29/10/08	02/04/08	29/10/08	Completed
2			Gerry Flanagan Commissioning Manager	Ensure that records evidence that the same officers have undertaken desktop evaluations and were involved in the interview panel for all completed assessments	29/10/08	01/10/08	29/10/08	Completed
Internal Audit R3	All desktop evaluations should be validated by a second member of the panel. This should be evidenced with a signature and date		Gerry Flanagan Commissioning Manager (Overarching Responsibility for this action)					
1			Gerry Flanagan Commissioning Manager	Ensure that the procedure requires desktop evaluations to be validated by a second panel member, dated and signed.	29/10/08	01/10/08	29/10/08	Completed
2			Gerry Flanagan Commissioning Manager	Ensure that records evidence validation signatures have been provided for all panels held to date.	29/10/08	01/10/08	29/10/08	Completed

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Internal Audit R4	Each interview sheet should be scored, signed and dated by the individual undertaking the interview. This should be completed at the conclusion of the interview.		Gerry Flanagan Commissioning Manager (Overarching Responsibility for this action)					
1			Gerry Flanagan Commissioning Manager	Ensure that the procedure includes a requirement that interview panel members must score and sign their interview sheet.	29/10/08	01/10/08	29/10/08	Completed
2			Gerry Flanagan Commissioning Manager	Ensure that all interview records to date have been scored and signed.	29/10/08	01/10/08	29/10/08	Completed
3			Gerry Flanagan Commissioning Manager	Ensure that all accreditation documents are kept on file to maintain an audit trail	29/10/08	01/10/08	29/10/08	Completed
Internal Audit R5	The service provider should return a signed General Service Agreement prior to the inclusion of the Accredited List		Gerry Flanagan Commissioning Manager					
1			Gerry Flanagan Commissioning Manager	Ensure General Service Agreements have been signed for accredited providers.	30/11/08	01/08/08	28/11/08	Completed (See AC R1-5)
2			Gerry Flanagan Commissioning Manager	Provide evidence of signed contracts for specific providers identified by internal audit in March 2008	28/10/08	01/11/08	28/11/08	Completed

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Internal Audit R6	A formal system for contract monitoring and the standard of care being proved by the service providers, should be introduced		Gerry Flanagan Commissioning Manager (Overarching Responsibility for this action)					
1				Introduce a formal contract monitoring process.			28/11/08	Completed. (Contract Monitoring Arrangements have been introduced as outlines in AC R3 of this report).
Internal Audit R7	A record of the Panel's decision on which service provider to procure services from should be retained to ensure an effective audit trail exists		Gerry Flanagan Commissioning Manager (Overarching Responsibility for this action)					
1				Ensure that the Accreditation procedure clearly states the requirement for all panel decisions to be recorded and retained on file for each provider as an audit trail	28/10/08	30/11/08	29/10/08	Completed