

Direct Payment Children Action Plan

Action Plan For Children's Direct Payments from Corporate Audit 2018/19

Rec Ref.	Rec No.	Recommendation	Rec Rating	Response	Lead Officer	Progress
1.1	1	<p>The cost of the contract for the provision of a direct payments support service should be reviewed to confirm if any costs should be recharged by Adult Services to Children's Services for the use of the provider for children's direct payments.</p> <p>(As previously recommended and agreed in 2013/14 and 2014/15).</p>	Significant	<p>There has not been any need for further discussion on this issue previously as Adult Services were content with the arrangements. This was discussed with the auditor at the time of this audit. However, The contract with Pohwer ends 31st May 2019.</p> <p>Dialogue has taken place since December 2018 and continues between Children Social Care and ACS. A meeting is planned between the Assistant Directors in both areas, Service Manager for DCT and the Responsible officer in ACS on 19th March to consider options.</p>	Steve Ladd	<p>Meeting to discuss arrangements took place on 19/03/2019.</p> <p>Reviewed June 2019 - Continued engagement between Adult Social Care and Children Social Care in taken place to consider the development of an all age direct payment service. Strategic Board for Direct Payment service has been established.</p>
2.1	2	Management should ensure there is an appropriate procedure or terms of	Requires	The procedure is clear through the move from carefirst to	Steve Ladd	Reviewed June 2019 - Terms of

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		reference for the Resource Panel. (Updated from recommendation made and agreed in 2014/15).	Attention	Liquid Logic as the new electronic recording system is pathway driven. Terms of Reference for the Resource Panel will be updated by May 2019		Reference for the Resource Panel is included in the redrafting of the procedural guidance which was reviewed in June 2019 and a redrafting is underway due to be completed in the autumn 2019 (as 2.2 below)
2.2	3	The day to day procedure notes should be reviewed on a regular basis to ensure they are up to date and version controlled. (As previously recommended and agreed in 2013/14 and 2014/15).	Requires Attention	Procedures are held electronically on Tri x (Children's Social Care Procedures Manual) and are updated in line with changes in legislation or local practice.	Steve Ladd \ Imogen Wilding	Reviewed June 2019 - Review to take Place in June 2019 (19/06) – This Review took place and a redrafting is underway due to be completed in the autumn 2019
3.1	4	A direct payments finance request form should be held on the file of the service user to support the direct payment. In addition the start date of the direct payment should be recorded on the	Requires Attention	Direct Payment signed agreement forms will be held on the new Liquid Logic System. The newly appointed Short Break Reviewing Officer will	Imogen Wilding \ Emma Harris (SBRO)	Immediate effect Reviewed June 2019 – This is in place and is

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		form for completeness.		have ongoing responsibility for setting these up and ensuring storage on the system		happening for all new direct payments.
3.2	5	Finance Request forms should include the amounts of each type of direct payment made (one off payments and continuing payments).	Requires Attention	Finance request forms will be held on the new Liquid Logic System. The newly appointed Short Break Reviewing Officer will have ongoing responsibility for setting these up and ensuring storage on the system	Imogen Wilding \ Emma Harris (SBRO)	Immediate effect Reviewed June 2019 – This is in place and is happening for all new direct payments.
3.3	6	Authorisation of the direct payment should be retained in the service users file within Carestore.	Requires Attention	Liquid Logic System has been implemented since the audit. All authorisations of payments are electronic and supported by a managers decision for example resource panel decisions	Steve Ladd / Imogen Wilding \ Emma Harris (SBRO)	Immediate effect Reviewed June 2019 – This is in place and is happening for all new direct payments.
3.4	7	Payment start dates should be recorded on all payment request forms.	Requires Attention	See 3.1 - Direct Payment signed agreement forms will be held on the new Liquid Logic System. The newly appointed Short Break Reviewing Officer will have ongoing responsibility for setting these up and ensuring storage on the system		Immediate effect Reviewed June 2019 – This is in place and is happening for all new direct payments.

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3.5	8	Management decision forms should be completed for each direct payment and sent to the appropriate Social Worker.	Significant	Management decision forms have been integrated into resource panel request and decision form on Liquid Logic. All decisions regarding planned direct payments will come through resource panel before being implemented.	Steve Ladd \ Imogen Wilding	Immediate effect for all new direct payments Reviewed June 2019 – This is in place and is happening for all new direct payments.
3.6	9	A signed Direct Payments agreement should be held for each service user in receipt of a direct payment.	Significant	Direct Payment signed agreement forms will be held on the new Liquid Logic System. The newly appointed Short Break Reviewing Officer will have ongoing responsibility for setting these up and ensuring storage on the system	Imogen Wilding \ Emma Harris (SBRO)	Immediate effect for all new direct payments Reviewed June 2019 – This is in place and is happening for all new direct payments.
4.1	10	Management should ensure that reviews are carried out in accordance with the policy.	Requires Attention	The review of any direct payment will be undertaken as part of a Short Break Review as per statutory guidance. The vacancy of the Short Break Reviewing Officer has been filled and a permanent fulltime SBRO	Imogen Wilding \ Emma Harris (SBRO)	Immediate effect for all new direct payments Reviewed June 2019 – This is in place and is happening for all

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				has commend in post		new direct payments.
5.1	11	Management should ensure information required for the completion of care audit reviews is requested in a timely manner. Delays in receiving information should be monitored and action taken if information is not received.	Significant			Reviewed June 2019 – The SBRO is in regular communication with the reconciliation team to ensure that completion of care audit reviews is requested in a timely manner. This will remain under review
6.1	12	For each children's direct payment officers should ensure that there is Resource Panel approval for the payment, a signed agreement and all dates in Carefirst are correct.	Significant	See responses to rec 4-8. Management decision forms have been integrated into resource panel request and decision form on Liquid Logic. All decisions regarding planned direct payments will come through resource panel before being implemented. Direct Payment signed agreement forms will be held on the new Liquid Logic System. The newly	Steve Ladd \ Imogen Wilding \ Emma Harris(SBRO)	Immediate effect Reviewed June 2019 – This is in place and is happening consistently

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				appointed Short Break Reviewing Officer will have ongoing responsibility for setting these up and ensuring storage on the system		
8.1	13	Regular budget monitoring reports should be available to the Direct Payments Facilitator and Team Manager to ensure that actual income and expenditure is in line with the budget. Significant variances should be investigated and the reason for these variances be recorded. (As previously recommended and agreed in 2013/14 and 2014/15).	Significant	Three-way budget meetings to be held from April 2019 on at least a quarterly basis between the Team Manager, SBRO and finance.	Imogen Wilding \ Emma Harris	April 2019 and quarterly Reviewed June 2019 – the change of systems (from Care First \ Samis to Liquid Logic \ Controcc and Business World has needed to be embedded) Further review planned for October 2019
8.2	14	The overall budget spend as recorded on the master direct payments spreadsheet should be reconciled with SAMIS to ensure that there are no unauthorised transactions or mis-postings against the cost centre for children's direct payments. This	Significant	The recent move to Liquid Logic and Controcc as the electronic recording system and finance system should allow for this to be done without the need to keep a spreadsheet. This is new and will need to be reviewed.	Steve Ladd \ Imogen Wilding \ SBRO	Immediate effect and Review in June 2019 – This was reviewed in June 2019 Reviewed June

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		reconciliation should be subject to an independent review by a Senior Officer. (As previously recommended and agreed in 2013/14 and 2014/15).		The master spreadsheet will continue to be kept, at least in the short term, to ensure that there are no unauthorised transactions or mis-postings against the cost centre for children's direct payments. This will be reviewed by the Service Manager in June 2019		2019 – the change of systems (from Care First \ Samis to Liquid Logic \ Controcc and Business World has needed to be embedded) Further review planned for October 2019
8.3	15	Management information should be reviewed to ensure it is meaningful, accurate, regular and timely.	Significant	Team Manger Matrix performance information is being developed following the move to Liquid Logic. This will include information in respect of short break reviews – the progression of recommendation 13 and 14 will also provide the necessary management information	Steve Ladd\ Imogen Wilding	Immediate effect and Review in June 2019 Reviewed June 2019 – Team Manager performance information is available in terms of Social Work practice and short break reviews but the change of systems (from Care First \ Samis to

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						Liquid Logic \ Controcc and Business World has needed to be embedded) Further review planned for October 2019
9.1	16	To comply with the Data Protection Act 2018 the Personal and Sensitive Data Risk Assessment should be completed.	Significant	To be completed by June 2019	Steve Ladd \ Imogen Wilding	June 2019 Reviewed June 2019 – this has been replaced by the <i>Flowz</i> system and is on track for completion by Autumn 2019
9.2	17	All staff must complete the Protecting Information training. (Updated from recommendation made in 2014/15).	Requires Attention	Staff have completed this – the audit identified three workers that had not completed the training - all have completed the training and will continue to do so as required	Steve Ladd	Completed