

DIRECT PAYMENTS – AUDIT COMMITTEE RESPONSE

Key Issue	Council Position	Action/Response	Implementation Date	Lead Officer
<ul style="list-style-type: none"> • Why so many aberrations in the first instance; what were they; and whose responsibility was it to manage the situation? • After a year why were there still so many of the original problems outstanding; who was tasked to clear/deal with them? • How can the situation that occurred be avoided in future and who has been assigned responsibility for its future management? • Explain the timeframe for dealing with the backlog? 		<p>The aberrations can mainly be explained by under developed systems and processes in relation to the execution of paperwork and guidance for staff and managers was not robust. This was partly down to the slow take up of direct payments and knowledge of staff and managers being less well developed.</p>	End June 2012	Head of Service-Adult Care
		<p>The DP working group was formed to write new procedures for managers and staff to use as a robust framework for completing this work across the organisation. A supplementary task until end September 2011 was to tackle the outstanding DP issues. Over 50% were cleared before the group disbanded and this responsibility moved to operational managers; reporting back to Head of Service - Adult Care.</p>	End June 2012	Service Manager Operations
		<p>By adherence to the new procedure for staff and managers. By care managers paying closer attention to bureaucratic systems, paperwork and improving their links with finance staff to ensure problems are sorted in acceptable timescales.</p>	On-going	Service Manager Operations
		<p>The Head of Service has delegated this task to the operations service manager and area managers to conclude this work by the end of June 2012. This work will be concluded by the end of June 2012.</p>	End June 2012	Service Manager Operations