



# Item No. 8

Meeting Date: Wednesday 14<sup>th</sup> April 2021

## Glasgow City Integration Joint Board Finance, Audit and Scrutiny Committee

**Report By:** Chief Internal Auditor for the Integration Joint Board

**Contact:** Duncan Black

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### Internal Audit Update (September 2020 – March 2021)

<b>Purpose of Report:</b>	To present to the IJB Finance, Audit and Scrutiny Committee details of the internal audit work undertaken at Glasgow City Council and NHS Greater Glasgow and Clyde that may have an impact upon the Glasgow City Integration Joint Board.
<b>Background/ Engagement:</b>	The Integration Joint Board is required to comply with Article 7 of the Local Authority Accounts (Scotland) Regulations 2014. The regulations require a local authority to operate a professional and objective internal auditing service in accordance with recognised standards and practices in relation to internal auditing.
<b>Recommendations:</b>	The IJB Finance, Audit and Scrutiny Committee is asked to:  a) note the content of the report.

#### Relevance to Integration Joint Board Strategic Plan:

To provide assurance on various aspects of the Strategic Plan.

#### Implications for Health and Social Care Partnership:

<b>Reference to National Health &amp; Wellbeing Outcome:</b>	N/A
<b>Personnel:</b>	None
<b>Carers:</b>	None
<b>Provider Organisations:</b>	None
<b>Equalities:</b>	None
<b>Fairer Scotland Compliance:</b>	None
<b>Financial:</b>	None
<b>Legal:</b>	<p>The IJB will be compliant with:</p> <ul style="list-style-type: none"> <li>- The Integrated Resource Advisory Group guidance in relation to audit provision.</li> <li>- The Local Authority Accounts (Scotland) Regulations 2014</li> </ul>
<b>Economic Impact:</b>	None
<b>Sustainability:</b>	None
<b>Sustainable Procurement and Article 19:</b>	None
<b>Risk Implications:</b>	None
<b>Implications for Glasgow City Council:</b>	The internal auditors of the Council will continue to follow up on the recommendations arising from the reviews relating to Social Work Services.
<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	The internal auditors of NHSGG&C will continue to follow up on the recommendations arising from the reviews relating to NHSGG&C.

## 1. Background

- 1.1 Both Glasgow City Council and NHS Greater Glasgow and Clyde have Internal Audit functions that conduct audits across each organisation and report the findings of these to the respective audit committees.
- 1.2 Members of the Integration Joint Board have an interest in the outcomes of audits at both Glasgow City Council and NHS Greater Glasgow and Clyde that have an impact upon the Integration Joint Board's ability to deliver the strategic plan.
- 1.3 This report provides a summary to the Glasgow City Integration Joint Board's Finance, Audit and Scrutiny Committee of the Internal Audit activity at these organisations since the last update in September 2020 which may have an impact upon the delivery of the strategic plan.

## 2. Glasgow City Council

- 2.1 In the period, the following Internal Audit reports have been issued to the Council, which are relevant to the Integration Joint Board:

Audit Title	Opinion	Number and Priority of Recommendations			
Social Work Services Reports:		High	Medium	Low	SI*
Homecare arrangements (i)	Reasonable	1	4	2	0
Corporate Reviews					
Establishment Visits (ii)	Reasonable	2	8	0	0
Business travel and expenses (iii)	Reasonable	1	2	2	0
Risk Mitigating actions	Reasonable	0	3	0	0
COVID-19 Information Security Monitoring	Reasonable	0	1	0	1
COVID-19 Sickness absence and pay	Reasonable	0	1	0	1
<b>TOTAL</b>		<b>4</b>	<b>19</b>	<b>4</b>	<b>2</b>

\*Service Improvement

- 2.2 In each audit one of four opinions is expressed:

- The control environment is satisfactory i.e. audit testing found no concerns with the control environment.
- A reasonable level of assurance can be placed upon the control environment i.e. audit testing found no major weaknesses in the control environment but some improvements could be made.
- A limited level of assurance can be placed upon the control environment i.e. improvements are necessary to ensure the control environment is fit for purpose.
- The control environment is unsatisfactory i.e. significant improvements are required before any reliance can be placed upon the control environment.

## 2.3 Notes

- (i) Homecare arrangements – the high priority recommendation relates to the development of monitoring arrangements to ensure homecare client reviews are undertaken and documented as required.
- (ii) Establishment visits – the high priority recommendations relate to addressing weaknesses identified in the fire safety records and the arrangements in place for having suitably qualified health and safety staff across a number of premises, including SWS.
- (iii) Business travel and expenses – the high priority recommendation relates to improvements identified to ensure compliance with travel and expenses policies across a number of services, including SWS

## 2.4 Update on previously reported high priority recommendations

The table below provides an update on previously reported high priority recommendations from the reviews undertaken within Glasgow City Council of relevance to the IJB.

Audit Title	Opinion	Number of Recommendations		
		High Priority	Completed	Outstanding
<b>Social Work Services</b>				
Piper Network Controller (PNC) Call handling application	Reasonable	1	1	0
SWS Fostering Services	Limited	3	3	0
SWS Self Directed Support Payments (Personal Budgets) (note i)	Limited	4	3	1
<b>Corporate Reviews</b>				
*Once time vendor usage (SWS recommendations)	Reasonable	1	1	0
*Corporate Review – taxi usage (SWS recommendations)	Unsatisfactory	4	4	0
<b>TOTAL</b>		<b>13</b>	<b>12</b>	<b>1</b>

\*High priority recommendations relate to various services across Glasgow City Council however only those in relation to SWS have been reflected in the table.

Notes:

- (i) The outstanding high priority recommendation relates to the arrangements in place to ensure compliance with the requirements for allocating individual budgets. Social Work Services had commenced a review of Self Directed

Support processes during 2020, however this has been delayed due to the need to focus on the COVID response. This review will recommence once services have recovered and will address the issues highlighted in terms of review processes as part of the overall review. A revised timescale of 30 August 2021 has been provided.

- 2.5 The above recommendations reflect the status of the recommendations when last reported to the Council’s Finance and Audit Scrutiny Committee (FASC). As with all recommendations, the Chief Internal Auditor will monitor the implementation of these and summary information will be provided to a future Finance, Audit and Scrutiny Committee.

### 3. NHS Greater Glasgow and Clyde

- 3.1 In the period, the following Internal Audit reports have been issued to the NHS Greater Glasgow & Clyde, which are relevant to the Integration Joint Board:

Audit Title	Report Classification	Number of Issues per grading			
		4	3	2	1
B.1 Financial Systems Health Check	Minor improvement required	0	0	1	0
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>

The ratings below describe the overall opinion on the control frameworks reviewed during each audit:

- Immediate, major improvement required: Controls evaluated are not adequate, appropriate, or effective to provide reasonable assurance that risks are being managed and objectives should be met.
- Substantial improvement required: Numerous specific control weaknesses were noted. Controls evaluated are unlikely to provide reasonable assurance that risks are being managed and objectives should be met.
- Minor improvement required: A few specific control weaknesses were noted; generally however, controls evaluated are adequate, appropriate and effective to provide reasonable assurance that risks are being managed and objectives should be met.
- Effective: Controls evaluated are adequate, appropriate, and effective to provide reasonable assurance that risks are being managed and objectives should be met.

#### Ranking Definition

4. Very high risk exposure - major concerns requiring immediate senior management attention.
3. High risk exposure - absence / failure of key controls.
2. Moderate risk exposure - controls not working effectively and efficiently.
1. Limited risk exposure - controls are working effectively, but could be strengthened.

#### **4. Recommendation**

4.1 The IJB Finance, Audit and Scrutiny Committee is asked to:

- a) Note the content of the report.