

AUDIT REPORTS ISSUED BETWEEN 1st JUNE 2023 & 31st AUGUST 2023

2022/23 AUDIT PLAN

Agile Working

Assurance Level

Assurance: LIMITED

It is our opinion that controls currently in place within the system provide limited assurance that risks material to the achievement of the systems objectives outlined in the Scope and Objectives section of this report are adequately managed.

Key Findings

Key Issues	Strengths and Improvements
<ul style="list-style-type: none"> • A fully completed request form and signed declaration should be completed by all employees wishing to adopt 'agile working'. • Employees not wishing to adopt 'Agile Working' should continue to work from the locations specified within their contracts of employment. • Contractual variation documents should be promptly issued in all applicable instances. • The Corporate Display Screen Equipment policies/guidance/assessments should be completed by all employees prior to the approval of any form of home working. • Records confirming hours worked/tasks undertaken should be submitted for approval on a regular basis. 	<ul style="list-style-type: none"> • Agile Working has been adopted by a significant percentage of employees enabling them to work more flexibly.

Summary of Recommendations

An analysis of the recommendations categorised by risk and classification (regulatory or added value) is shown below:

Description	High		Medium		Low	
	R	A	R	A	R	A
Agile Working Policy and Implementation					2	
Agile Working Requests			3		1	
Display Screen Equipment			1			
Contact and Communication					1	1
Time Recording			1		1	
Accommodation Review					1	
Total			5		6	1

2023/24 AUDIT PLAN

Carelink

Assurance Level

Assurance: SATISFACTORY

It is our opinion that controls currently in place within the system provide satisfactory assurance that risks material to the achievement of the systems objectives outlined in the Scope and Objectives section of this report are adequately managed.

Key Findings

Key Issues	Strengths and Improvements
<ul style="list-style-type: none"> Formal stock records should be maintained to record all items of stock held, delivered and distributed. 	<ul style="list-style-type: none"> The call monitoring service has been brought back in house, with performance targets relating to response times currently being met. All staff have been provided with IT equipment to enable mobile access to client information. Overdue debtor accounts have significantly decreased since the previous audit.

Summary of Recommendations

An analysis of the recommendations categorised by risk and classification (regulatory or added value) is shown below:

Description	High		Medium		Low	
	R	A	R	A	R	A
Information Asset Register					1	
Induction and Training					2	
Stock Control			1		1	
Staffing						2
Service Provision					1	1
Income					2	
Client Feedback						1
Total			1		7	4