

## Appendix 4: Audit Assurances and Themes

### Assurance



### Adult Social Care Savings and Recovery Programme

#### Objective

To assess the robustness of programme management arrangements, aiming to improve the outcomes for adults that need to use the Council's services, whilst also containing the net expenditure of service within its allocated council budget.

#### Summary

The Adult Social Care Savings and Recovery Programme aims to deliver improved outcomes for the people who use the Council services and enable Adult Social Care to spend within its allocated budget. The programme's initial scope was largely based on the outcomes from recovery milestone plans developed, which identified the projects that needed to be delivered in the short term. As the programme has progressed, partly due to changes in government policy and the Covid-19 pandemic, the programme's drivers for change have evolved as the demand for the Council's Adult Social Care services have changed.

As such, the programme's recovery focus will transition to be more transformational and its scope and aims have been reviewed. Audit work identified a number of areas for management to consider as the programme progresses.

As such, management have agreed actions to:

- clarify the aims and objectives of the programme and ensure that the scope of each of the projects is clearly defined, with agreed delivery milestones
- formalise processes that ensure the expected financial and non-financial benefits of the programme are fully defined, monitored and managed
- clarify escalation processes to be utilised across the programme including the definitions of Red/Amber/Green (RAG) ratings for defining progress on delivery and stipulating what would warrant escalation from Project Managers to Recovery Board
- develop detailed resource plans which ensure programme delivery is achievable and highlight any pinch points
- fully embed risk and issue management processes, including escalation arrangements, across the governance hierarchy
- the development of a Project Managers Handbook to ensure that project managers are clear on their roles and responsibilities, particularly in relation to progress reporting and escalation of key issues.

Management have agreed robust implementation dates with Internal Audit and we intend to follow up progress of the implementation of actions in April 2022, with a view to reporting progress to the July 2022 Audit Committee.

Number of actions agreed: 15