

Operational Roles Undertaken by Members of the Internal Audit Service during 2020/21

This is a very brief outline of the work undertaken by the audit staff during 2020/21. It gives an indication of the breadth of their work but cannot do justice to its variety, and some individuals undertook more than one alternative role during the year.

Customer Access Service: COVID-19 Death in the Community helpline

- Two auditors and three senior auditors from late March/ early April until late May 2020.

The work was intended to take out-of-hours calls from doctors reporting deaths and to assist in sourcing funeral directors and mortuaries. The team was trained to inform funeral directors and to use the service's call system (Genesys), guidance system (Acorn), and recording system (Civica) but was not required and was dissolved by the end of May 2020.

Care Navigation Team

- One senior auditor from April until September 2020, one auditor from May until November 2020, and two senior auditors from late May 2020 until April 2021

The audit staff sourced residential care home placements for adults requiring residential or nursing care on their discharge from hospital, and conducted remote welfare checks once service users were placed. This required the staff to liaise with social workers, hospital and NHS staff, care home managers and staff, family members and next of kin, and service users themselves.

Public Health Service: COVID-19 advice and guidance

- A senior auditor from April until August 2020 and an auditor from April to September 2020

The audit staff joined the teams assisting external organisations, primarily care homes, working on the COVID-19 testing helpline, which required them to understand and communicate the guidance as it evolved.

Public Health Service: advice about addressing COVID-19 to the management of educational establishments

- Two senior auditors from early October 2020 until January 2021

The audit staff supported educational establishments from nurseries through schools to further education colleges and universities as they managed outbreaks of COVID-19. This involved interpreting advice from the Department of Education and Public Health England as well as internal public health colleagues and using a customer relationship database system (Microsoft Dynamics).

Public Health Service: COVID-19 testing

- An auditor and a senior auditor from August until September and October 2020

The process of matching COVID-19 test results to the council's community test centres had become backlogged but the audit staff established a different process and helped to clear this. They also responded to testing queries and produced daily situation reports for the districts.

Procurement Service: management

- An audit manager from April to late August 2020 and a senior auditor from August 2020 until April 2021

The audit manager provided information for both internal and external stock distribution and managed stock records. She combined two separate systems when the team moved to a warehouse at Buckshaw and worked with the procurement team's managers to review and enhance their processes. She introduced new processes and built the team that enabled the county's schools to access personal protective equipment (PPE).

The senior auditor managed the provision of PPE to care providers, ensuring that allocations were consistent and sufficient for their needs and that the orders were promptly distributed as well as correctly recorded.

Procurement Service: support to care providers and schools

- An auditor from May until late September 2020

The auditor managed the team's mailboxes, responding to a variety of enquiries by email and dealing pragmatically with both internal and external enquiries. She maintained accurate distribution records and, with colleagues in Finance, supported the process of charging schools for equipment.

Procurement Service: distribution

- One senior auditor from April 2020 until April 2021, one senior auditor from May until August 2020, the senior audit investigator from April until October 2021, an auditor and senior auditor during May 2020

The staff assisted with the distribution of PPE to care homes and other care settings and schools across the county, loading vehicles and controlling stock. They worked at first from County Hall but later moved to the warehouse at Buckshaw.

Human Resources Service: Lancashire Temporary Staffing Agency

- A senior auditor from June until October 2020

The agency was set up to provide temporary care workers for residential care homes. The senior auditor worked with the team to do recruitment checks, allocate temporary care workers and administer timesheets.

Adult Services

- An auditor from May until early October 2020

The auditor supported the Provider Escalation team to monitor and support cases of COVID-19 amongst both staff and residents in Lancashire's care homes, providing daily updates and clerical support to meetings of care homes, doctors and social workers working to manage outbreaks.

Membership of Working Groups in Adult Services

- An audit manager from May 2020 until April 2021 and beyond (part-time)

The audit manager joined the cross-service Provider Financial Support Group and the Day-Time Support Group led by the Director of Adult Services to develop and implement policy and processes supporting the distribution of covid-related social care grants. The groups have tested compliance with funding conditions across

providers, met care home-owners and managers, reviewed grant applications and claims and evaluated evidence.