



Integration Joint Board
Audit, Risk and Governance Committee

16th September 2025

This Report relates to
Item 6 on the Agenda

Internal Audit Report Care and Support at Home

Paper presented by Richard Fox

For Discussion / Noting

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Approved for Submission by:	None
List of Background Papers:	None
Appendices:	None

1.	Introduction
1.1	This paper provides a follow-up on an Internal Audit Report on Care and Support at Home for older adults that was received by this Committee in September 2024.
2.	Recommendations
2.1	<p>The IJB Audit, Risk and Governance Committee is asked to:</p> <ul style="list-style-type: none"> • Note the paper and consider whether to receive a further update on the issues raised in 12 months- time.
3.	Background and Main Report
3.1	An Internal Audit report on Care and Support at Home was received by this Committee in September 2024. The main concerns raised were around the use of Directions, payment on planned and contract monitoring.
3.2	The IJB are responsible for determining the strategic direction of activities and issue Directions to the Council. The Internal Audit found that directions in respect of Care and Support at Home did not specify the level of activity for the Service, the resources required, the expected quality standards or the level of flexibility the Council had in providing the Service. The audit noted that there appeared to be significant confusion as to the use and purpose of Directions by the IJB.
3.3	Work is continuing at a senior level to consider the use of Directions.
3.4	The IJB approved a move to payment on planned. There was no provision for this within the contract for care providers. The local terms for the National Flexible Framework have since been updated.
3.5	The updated framework states that an Acknowledgement of Payment form must be completed within 7 days to allow for variations to payments to reflect under/over delivery, failed or late appointments, variations of care or breaks in the planned provision. Whilst these forms are being returned they do not provide the level of detail anticipated by the framework. Management have advised that where providers do not deliver care they will / should let the Council know to allow a variation to be processed.
3.6	The audit noted that in line with the move to payment on planned there was a move away from real time monitoring. This continues to be the case.
3.7	Contract monitoring for 2023/24 was reported to the IJB Finance, Performance and Quality Committee on 8 th October 2024. Monitoring for 2024/25 is nearing completion with reports expected in October. Overall, there are improved arrangements for monitoring, escalating and resolving issues of concern.
4.	Conclusions
4.1	No specific actions are being sought from the IJB.
5.	Resource Implications
5.1	Internal audit work is conducted from within existing resources and ultimately will contribute to improved efficiency in financial administration.

6.	Impact on Integration Joint Board Outcomes, Priorities and Policy				
6.1	Internal Audit planning considers the National Health and Wellbeing Outcomes for Health and Social Care and the IJB Strategic Commissioning Plan 2022-2025 and is intended to contribute to the achievement of those objectives.				
7.	Legal and Risk Implications				
7.1	Internal audit work informs the IJB. No decision is required at this stage. There are no legal implications.				
8.	Consultation				
8.1	There has been consultation with relevant officers.				
9.	Equality Impact Assessment				
9.1	The report does not propose a change in policy, the formal adoption of a plan, policy or strategy or propose a service change and it is therefore not necessary to complete an impact assessment.				
10.	Consumer Duty				
10.1	The report does not propose a change in policy, the formal adoption of a plan, policy or strategy or propose a service change and it is therefore not necessary to consider the Consumer Scotland Act 2020.				
11.	Glossary				
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