

OPCC Commissioning – Internal Audit Review – ACTION PLAN

Issue	Action	Implementation date
<p>1: That interim/ half yearly reporting is considered in order to ensure that the PCC remains informed on the progress of service providers in delivering agreed objectives, and to facilitate intervention if required.</p>	<p>Quarterly monitoring meetings are held with Victim Services Lancashire to monitor performance with payments dependent upon reported results. Quarterly and half yearly monitoring reports received from providers of 'high value' commissioned services with payments dependent upon performance. Quarterly milestones to monitor performance against are requested in all grant applications</p>	<p>June 2015</p>
<p>2: Prior to entering into formal agreements and allocating funding, appropriate background checks are undertaken to establish that organisations are viable and have the capacity to deliver the stated/ required outcomes. This should include an appraisal of potential service providers in terms of past performance and financial standing.</p>	<p>Appropriate background checks undertaken for all proposed recipients of funding from the PCC. A checklist and guidance is to be produced to provide to all staff that undertake these evaluations</p>	<p>February 2015 March 2016</p>
<p>3: Effective monthly budget monitoring routines should be in place, to ensure accounting records are complete, accurate and consistent with the underlying records used for populating the MOJ grant returns.</p>	<p>Monthly monitoring reports are received and examined by CFO and lead officers with budget responsibilities. Any grant claims made are fully reconciled to the financial ledger</p>	<p>June 2015</p>
<p>4: Grant agreement documents should be completed in full and signed by the provider and a relevant officer of the OPCC.</p>	<p>Production of process map setting out the grant commissioning and award process Checklist to facilitate completion of grant agreements.</p>	<p>March 2016 June 2015</p>
<p>5: Grant agreements should clearly state what outcomes can be expected. The outcomes should support the PCC priorities, and be jointly agreed between the PCC and the provider prior to commencement of the agreement and any funding provision. Achievement of agreed outcomes should be routinely monitored.</p>	<p>See above</p>	

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<p>6: Maintain an asset register to record all capital assets purchased using the victims support funding in line with MoJ grant conditions. Grant agreement forms to be amended to notify providers of this requirement.</p>	<p>An asset register has been set up and is being maintained. Grant agreement forms have been amended to include the requirement for providers to supply details of assets procured using grant funding.</p>	<p>December 2015</p>
<p>7: Performance monitoring regimes to be implemented to review service outcomes on an interim basis, rather than waiting until the cessation of the grant agreement term. Ongoing dialogue should be held with service providers, regarding delivery of agreed outcomes. The monitoring requirements of the PCC should be agreed with the provider and documented within the grant agreement.</p>	<p>A Performance monitoring framework has been created.. The grant agreement forms have been revised to strengthen performance monitoring conditions, and from 2015/16, 'high value' providers are required to submit monthly performance data, and attend quarterly performance meetings.</p>	<p>June 2015</p>
<p>8: Undertake a review of the agreements for all grants received and ensure that appropriate audit arrangements are in place, as per the terms of the grant agreements.</p>	<p>Review has been undertaken. In addition – the OPCC have received clarification from the MOJ as follows: <i>'MOJ are not requiring PCCs to specifically audit the MOJ grants by entering into any formal arrangements with their normal auditors outside of your arrangements for the annual audit of the PCC's overall spend. An Independent Assurance Statement specifically in relation to the MOJ grant is not required.'</i></p>	<p>June 2015</p>
<p>9: Consideration should be given to withholding full grant payment pending achievement of interim outcomes. The requirements of the PCC should be agreed with the provider and documented within the grant agreement.</p>	<p>The grant payment process incorporates phased/ performance related payments where it is practical to do so and has been implemented. Grant agreements now incorporate a clawback provision for poor performance. A policy has been produced to formalise the approach to grant payments.</p>	<p>June 2015</p>
<p>10: Implementation of a process to provide on-going evaluation of commissioning activity, determine whether the key objectives have been met, determine where efficiencies can be made, and facilitate lessons learned.</p>	<p>See 7 above.</p>	

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<p>11: Internal Audit stated that it would be prudent to ensure that the victims service funding is widely advertised, thus ensuring processes are transparent and fair, and facilitating the involvement of the broadest range of suppliers.</p>	<p>The OPCC acknowledges that historically victims service funding has not been widely publicised due to the lack of quality providers within the market. However, as the service continues to embed, a Lancashire framework is being developed for victims' service delivery. The framework includes development of a marketing strategy.</p>	<p>March 2017</p>