

Report



Governance and Audit Committee

Part 1

Date: March 2025

Subject Safeguarding of Childrens Monies

Purpose To present an update on the audit of Childrens Monies based on the unsatisfactory audit of this area in 2021 including updates on ongoing recommendations / actions.

Author Head of Children Services
Service Manager Operations

Ward Not Applicable

Summary The Governance and Audit Committee is required under its terms of reference to receive and consider audit reports from the Council's internal auditors, to make recommendations and, where necessary, monitor implementation and compliance with agreed action plans.

Earlier this year, the Internal Audit team complete a follow up review of the recommendations raised in the original report on the Safeguarding of Childrens Monies. The overall audit opinion was 'Reasonable' with one outstanding weakness of a significant nature and seven moderate weaknesses which have been partially completed.

Proposal For the Committee to review the contents of the report and the accompanying audit reports and satisfy itself that the Council is taking adequate steps to respond to the recommendations set out in those reports.

Action by The Head of Children and Young People Services and Service Manager for Operations

Timetable Immediate

This report was prepared after consultation with:

- Audit Team
- Senior Managers
- Business Support Team

Signed

Background

In [July 2023](#), the Safeguarding of Children’s Monies was presented to the Governance & Audit Committee where an Unsound audit opinion was given. The original audit was focused on the financial and administrative controls in place for monies held and administered by the Council on behalf of Children looked after and young people where an ‘*Unsound*’ opinion was given. Further updates on the progress against the action plan were provided to the Committee in [January](#) and [September 2024](#).

As part of the Internal Audit Plan 2024/25, a follow-up review was completed on the recommendations raised in the original report.

Internal Audit Follow Up Report (Appendix 1)

The Internal Audit team completed the follow up review of the recommendations raised and the effectiveness of the controls in place. The outcome of the review was a ‘*Reasonable*’ audit opinion. The audit has identified one outstanding weakness of a significant nature and seven moderate weaknesses which have been partially completed.

Attached as appendix one of the report is the Internal Audit Action Plan which includes the service area’s response and further actions that are being undertaken.

Appendix 1 – Internal Audit Action Plan.

Financial Summary

There are no direct costs associated with this report.

Risks

Risk Title / Description	Risk Impact score of Risk if it occurs* (H/M/L)	Risk Probability of risk occurring (H/M/L)	Risk Mitigation Action(s) What is the Council doing or what has it done to avoid the risk or reduce its effect?	Risk Owner Officer(s) responsible for dealing with the risk?
Poor internal controls could impact on effective and efficient service delivery, increase in complaints from service users and negative impact on reputation.	M	M	The Strategic Director has agreed a way forward to support service delivery. Internal Audit will undertake a further follow up audit (#3) to verify that agreed action has been taken to improve service delivery.	Strategic Director – Social Services

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

Corporate Plan 2022-27
Financial Policy 2023

Options Available and considered.

1. To consider the contents of this report and to make any comments on the progress made in response to recommendations raised by the audit.
2. To request further information or reject the contents of this report.

Preferred Option and Why

1. Option 1 is the preferred option for the Governance & Audit Committee to consider the contents of this report and progress made by service areas.

Comments of Chief Financial Officer

The report describes the latest position on 'Safeguarding Children's Monies' following a previous Unsound review'. The report confirms that progress has been made and most of the previous significant / critical weaknesses have been reduced to moderate and an overall 'reasonable' assessment has been given. A number of key improvements were made with internal audit staff whilst conducting the audit and therefore this is a matter of concern as to the organisation of these changes and their sustainability, though good to note the added value that the review has clearly delivered.

Comments of Monitoring Officer

Under the Local Government (Wales) Measure 2011, and in line with the Council's constitution, the Governance and Audit Committee has responsibility to monitor and oversee the implementation and outcomes of the internal audit programme and, where necessary, review and make recommendations regarding unsatisfactory audit reports. The report provides an update in respect of recommendations made in the 2021 audit. It is open to the Committee to note the contents and/or make further recommendations.

Comments of Head of People, Policy and Transformation

As part of the Well-being of Future Generations Act (2015) and its corporate governance arrangements it is necessary to ensure that the Council's functions are operating effectively and efficiently to manage its governance, internal control, and risk management arrangements in the delivery of the Corporate Plan and its statutory duties. This report provides an update of progress following the audit. Actions provided are in line with the principles of the Well-being of Future Generations Act (2015). No FEIA is required for this report.

Scrutiny Committees

Not applicable as this report will be presented to the Council's Governance and Audit Committee. However, Scrutiny Committees have oversight of service area progress through service plans.

Wellbeing of Future Generation (Wales) Act

The regulatory activity completed by the internal audit team consider the Wellbeing of Future Generations Act in its findings and recommendations for the Council. The Council's response also considers the five ways of working (Long term, Collaboration, Preventative, Involvement, Integration) to deliver improvement.

Equality Act 2010

The regulatory activity completed by audit consider the Equalities Act in any recommendations to the Council.

- **Socio-economic Duty**

Not applicable as this is an information only report to the Governance and Audit Committee.

- **Welsh Language (Wales) Measure 2011**

All report published are available in Welsh and English.

Consultation

Not Applicable

Background Papers

[Safeguarding of Children's Money – G&AC Call In \(26th September 2024\)](#)

[Safeguarding of Children's Money – G&AC Call In \(25th January 2024\)](#)

[Safeguarding of Children's Money - G&AC Call In \(27th July 2023\)](#)

Dated: 17th March 2025

Appendix 1 – Internal Audit Action Plan

Control Objective 1: The Council has appropriate financial policies and procedures in place with regards to all monies held on the behalf of Children Looked After and Young People. Policies are in line with statutory guidance, reviewed annually, easily accessible and have been approved by the relevant Cabinet Member.					
Original Report Ref.	Original Weakness & Agreed Management Action	Status, Findings & Outstanding Weakness	Further Management Action to Address Outstanding Weakness	By Who	By When
1.01	<p>Original Weakness: Whilst a draft 'Policy for savings for Children Looked After' was provided (dated April 2021), the Council did not have a sufficient financial policy which;</p> <ul style="list-style-type: none"> • Set out what entitlements Young People have including details about a leaving care maintenance allowance. • Is clear about the treatment of Young People's own funds, whether these come from employment, inheritance, Criminal Injuries Compensation Authority awards, or other sources. • Was not formally reviewed on an annual basis. • Was in a form easily understood by Young People who were involved in developing a 'user friendly version'. • Was not available on the Council's website or provided 	<p>Partially Implemented</p> <p>Findings:</p> <p>The auditor was provided with the CLA Final Policy: Newport Council Children and Young Peoples Looked After Financial Policies and Procedures.</p> <p>This policy contains a breakdown of the entitlements of Young People, details regarding the conditions for any entitlements and the authorising officer / responsible person for authorising / informing the Young Person.</p> <p>It also makes clear the process for treatment of Young People's own funds, regardless of the source.</p> <p>The policy was finalised in November 2023 and formally reviewed in May 2024.</p> <p>Outstanding Weakness:</p>	<p>Suggested Management Action:</p> <p>Complete the 'Young Person Friendly' version of the policy and ensure both versions are available on the Council website.</p> <p>The policy continues to be reviewed annually.</p> <p>Ensure that evidence is retained that the policy is provided to looked after children and care leavers.</p>	Service Manager	<p>To be completed by March 2025</p> <p>Policy to be accessible on the council's external internet and at CLA reviews</p>

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	<p>to all Children Looked After and care leavers.</p> <ul style="list-style-type: none"> • Sets out clear priorities to support Young People to achieve their wellbeing outcomes. <p><i>(Significant)</i></p> <p>Agreed Management Action: We now have a draft CLA policy in place which includes a section on finances / savings. We will ensure that this covers all elements of the Social Services and Well-being (Wales) Act 2014. The draft policy is currently under review prior to being formally approved.</p> <p>Once the new policy has been agreed, we will develop a young person friendly version which will be provided to all Children Looked After and care leavers with copies available on the NCC website.</p> <p>Implementation Date: May 2023</p>	<p>The CLA Final Policy: Newport Council Children and Young Peoples Looked After Financial Policies and Procedures, was not available on the Council’s website and there was no evidence to suggest it was being provided to all young people. The policy was not available in in a form easily understood by Young People who were involved in developing a ‘user friendly version’.</p> <p><i>(Moderate)</i></p>			

Control Objective 2: Monies held on behalf of Children Looked After and Young People in relation to Criminal Injuries Compensation Authority (CICA) Payments are held securely and managed in-line with the Social Services and Well-being (Wales) Act 2014 - Part 6 Code of Practice (Looked After and Accommodated Children).

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2.02	<p>Original Weakness: The record keeping for Young People with a Criminal Injuries Compensation Authority (CICA) payment was poor. There was no central coordination or record available and the only record available from Finance was not complete. The record did not allow for the Young Person to be easily identified, the amount of the original award, when they were due to receive payment or if payment had already been made.</p> <p style="text-align: center;">(Critical)</p> <p>Agreed Management Action: Clarification over roles and responsibilities will be sought with a meeting held between Children Services, Finance, Legal and Insurances, Following this meeting, a process and procedure will be developed which will include a central recording spreadsheet (containing all required details) and records</p>	<p>Partially Implemented</p> <p>Findings: A spreadsheet has been created by Business Support which was provided as a central record of CICA & DOC Settlements. There was no way of differentiating between the DOC/CICA. The spreadsheet made clear the amount awarded to the young people and included their reference numbers, DOB and Social Workers where applicable. When compared to the central insurances list of open Duty of Care claims, there were 3 open cases on the insurance list which were not on the central record.</p> <p>Paid to Claimant: The spreadsheet was not clear on whether payments had actually been made/confirmed. Only one young person had a 'Y' on the paid</p>	<p>Suggested Management Action: Maintaining the record keeping of young people with CICA & DOC settlements, to include the type of compensation and important information regarding the claimant. Central spreadsheet will regularly be reconciled with Insurances / Legal and any updates made.</p>	<p>Service Manager /Business Support</p> <p>Business and Service Manager will routinely meet on a quarterly basis to review central spreadsheet and address any delays or discrepancies information.</p> <p>Dip sampling to routinely take place as part of the routine monitoring process.</p>	Ongoing

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	<p>will be uploaded to the young person's account on the WCCIS system.</p> <p>Attempts will be made to identify the young people listed and we will ensure that money is paid when due and appropriately recorded.</p> <p>Discussions will be held with both the Pathway and Independent Reviewing Officers team to ensure the young person's finances (savings, CICA awards, Duty of Care settlements, Junior ISA's etc) are being fully discussed during 16+ CLA and Pathway reviews.</p> <p>We will extend the use of the Welfare Rights service so young people can obtain independent financial advice.</p> <p>At a service area meeting we will highlight the issues raised by the audit review and reiterate to Social Workers / Social Work Assistants their responsibilities with regards to young persons finances and the recording of information on WCCIS.</p>	<p>column suggesting that none of the others had been paid, however, the comments often contradicted this.</p> <p>6/14 Young People on the 'Paid to Claimant' tab had been paid but no evidence of this was available.</p> <p>No amounts awarded – poss cases: 5/20 cases there were comments confirming the case being closed. 4/20 Confirmed the cases is ongoing although is unclear what stage the claim is at. 11/20 cases had blank columns giving no information as to whether the case was possible/closed.</p> <p>Overall, the information provided on the spreadsheet was not a complete and centralised record and did not present information clearly.</p> <p>Outstanding Weakness:</p> <p>Although a central spreadsheet for compensation claims was available, young people could be</p>			

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	<p>New flow chart developed which is included in the CLA financial policy to assist everyone to follow the correct process going forward.</p> <p>Implementation Date: June 2023</p>	<p>identified easily and there were columns confirming the amount awarded; there was no differentiation between different types of compensation claims and some comments contradicted the information recorded for the young person. There were discrepancies between the 'Central Recording' sheet provided and a list of current claims provided by insurance. Throughout, the audit the team worked to correct any discrepancies and ensure the lists were up to date. Providing these central databases are regularly maintained, the risk level can be lowered to moderate.</p> <p style="text-align: center;"><i>(Moderate)</i></p>			
2.03	<p>Original Weakness: There was no evidence available to confirm that an interim Criminal Injury Compensation Authority award (£110k) due to a Young Person had been received.</p> <p style="text-align: center;"><i>(Critical)</i></p> <p>Agreed Management Action: We will clarify the current position with the legal and insurances</p>	<p>Not Implemented</p> <p>Findings: Interim payments should be received and held by the council, no evidence to suggest this has been received.</p> <p>The central record for this claim (2.02) did not contain any new</p>	No Longer Applicable		Completed

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	<p>teams and chase up the court fund office regarding obtaining the interim payment.</p> <p>Once payment has been received, interest will be added to the amount annually by the Accountancy team as part of the new process detailed in 2.02.</p> <p>Records held will be added to the WCCIS system confirming the award and that it has been received.</p> <p>A wider discussion will be held with social work teams regarding the recording of finance information on the WCCIS system.</p> <p>Implementation Date: April 2023</p>	<p>information regarding the payment.</p> <p>After the auditor requested information regarding this claim an update was provided from the Team Manager (Social Work, Disabled Childrens Team), which explained that the Interim Payment was not accepted, as the council is still in dispute over the total amount to be paid, so a payment was never received.</p> <p>The current settlement is being held by CICA (and earning interest), whilst a trust is set up for the young person. Update from the legal department has said that the trust is currently in the process of being set-up.</p> <p>Outstanding Weakness:</p> <p>Not Applicable</p>			
2.04	<p>Original Weakness: Supporting source documentation was not available for those Young People with a Criminal Injuries Compensation Authority (CICA)</p>	<p>Partially Implemented</p> <p>Findings:</p>	<p>Suggested Management Action:</p> <p>Effort will continue to be made ensuring that source</p>	Service Manager /Business Support	Ongoing

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	<p>award confirming the original amounts allocated were correct.</p> <p style="text-align: center;">(Significant)</p> <p>Agreed Management Action: As detailed in 2.02 a process and procedure will be developed for CICA awards and the required recording of information. This will include both the uploading of financial records / letters and detailed case notes.</p> <p>We will attempt to locate the documentation in relation to existing cases where this may be missing and upload / record as necessary</p> <p>Implementation Date: June 2023</p>	<p>Court Funds Office Letters confirming the amounts awarded were available for the sample selected for audit.</p> <p>The client also conducted a dip sample the results of which are summarized below:</p> <p>From Oct 24 Dip Sample:</p> <ul style="list-style-type: none"> • Court Funds Office Letters available for 11/12 samples. • Documents addressed to the Litigation Friend was available for 3/12 samples. • Management of Child's Fund Forms were available for 8/12 samples. • Payment on Majority Form was available for 1/12 samples. • Certificates of Suitability for Litigation Friends were available for 4/12 samples. • Court Orders were available for 8/12 samples. 	<p>documentation regarding compensation is uploaded to WCCIS.</p> <p>Management dip samples will continue as an effective means to test whether documentation is available.</p>	<p>Business and Service Manager will routinely meet on a quarterly basis to review central spreadsheet and address any delays or discrepancies information.</p> <p>Dip sampling to routinely take place as part of the routine monitoring process.</p>	

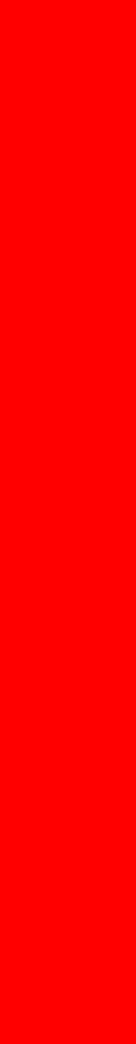
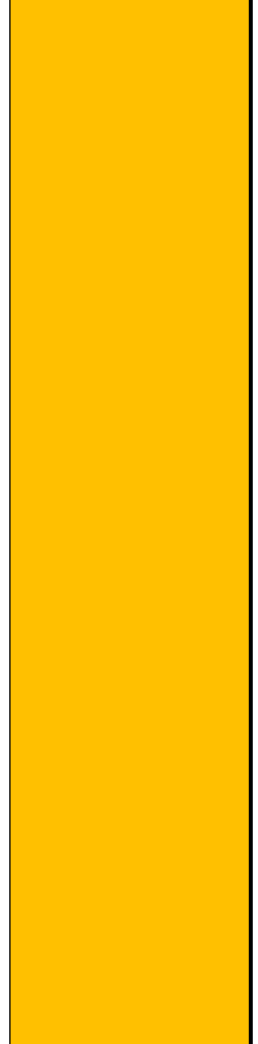
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		<p>Outstanding Weakness:</p> <p>Supporting source documentation was available for most Young People tested with a Criminal Injuries Compensation Authority (CICA) award confirming the original amounts.</p> <p>Although documentation was not available in all of the cases significant progress has been made in this area. CFO letters and court orders were mostly available confirming amounts of compensation. Work still needs to be done, ensuring that all evidence relating to CICA settlements is uploaded to WCCIS.</p> <p style="text-align: center; background-color: #FFFF00;"><i>(Moderate)</i></p>			

Control Objective 3: Monies administered on behalf of Children Looked After and Young People in relation to Junior Individual Savings Accounts (ISA's) and Child Trust Funds is managed in-line with the Social Services and Well-being (Wales) Act 2014 - Part 6 Code of Practice (Looked After and Accommodated Children).

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3.01	<p>Original Weakness: The Council was still administering 203 Junior ISA's totalling £80,270 for Young People who were no longer under local authority care or had turned 18 years of age. Young People had not been paid money they were entitled to.</p> <p style="text-align: center;">(Critical)</p> <p>Agreed Management Action: Since initial feedback was provided from Internal Audit, an agency resource has been made available for the past 6 months to release an officer to complete work in this area matching up records and writing to families.</p> <p>We have worked with SEWAS to send letters to all young people who have been adopted or have an SGO in place. Approximately half have responded to date enabling business support to send the Share Foundation guidance to the individuals detailing to how to assume responsibility for the Junior ISA account(s).</p>	<p>Not Implemented</p> <p>Findings: TSF Report October 2024 states that NCC is still administering 243 Junior ISA's totalling £102,170 for young people who were no longer under local authority care or who had turned 18 years of ages.</p> <p>TSF Reports are received quarterly, and business support establishes if the recipient has claimed their Junior ISA. Attempts are then made to contact the young person with relevant Share Foundation guidance on how to claim.</p> <p>Outstanding Weakness: The Council is now administering 40 more Junior ISA's (243) than in the original Audit report for Young People who were no longer under local authority care or had turned 18 years of age. The total value of these was over £102,000. Young People had not been paid money</p>	<p>Suggested Management Action:</p> <p>The service will take the following steps to reduce the number of JISA's held by The Share Foundation which should have been claimed:</p> <ul style="list-style-type: none"> Public message to reach out to JISA claimants who are no longer in contact with the council. Investigation and discussion with The Share Foundation regarding errors in the reports provided to the council showing claimed JISA's as unclaimed. 	Service Manager/Head of Service/ Social Services Director	Started Formal communications shared with HOS and Director Ongoing Exec decision to be made in terms of media messaging and communications with sharefound

Control Objective 3: Monies administered on behalf of Children Looked After and Young People in relation to Junior Individual Savings Accounts (ISA's) and Child Trust Funds is managed in-line with the Social Services and Well-being (Wales) Act 2014 - Part 6 Code of Practice (Looked After and Accommodated Children).

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	<p>Considerable work has also been completed on those who were older than 18 and business support to send the Share Foundation guidance to the individuals detailing to how to assume responsibility for the Junior ISA account(s).</p> <p>A process and procedure will be developed which will include a central recording spreadsheet (containing all required details) and records will be uploaded to the young person's account on the WCCIS system.</p> <p>Discussions will be held with both the Pathway and Independent Reviewing Officers team to ensure persons finances (savings, CICA awards, Duty of Care settlements, Junior ISA's etc) are being fully discussed during 16+ CLA and Pathway reviews.</p> <p>We will extend the use of the Welfare Rights service so young people can obtain independent financial advice.</p>	<p>they were entitled to. During the audit, updates to the central recording spreadsheet were made to specify the most recent action taken to contact young people who were entitled to their savings, a plan was also put in place to try to reach out to the young people who were no longer in contact with the council regarding their savings. Issues were also identified with The Share Foundation reports which showed Junior ISA's which had already been confirmed to be claimed.</p> <p style="text-align: center;"><i>(Significant)</i></p>			

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	<p>New flow chart developed which is included in the CLA financial policy to assist everyone to follow the correct process going forward. Extra resource is being given to Business Support to support the extra work around Childrens Savings.</p> <p>Implementation Date: June 2023</p>				
3.02	<p>Original Weakness: The record keeping for Young People who had a Junior ISA managed by the Council was poor. There was no complete list of names, reference numbers and dates of birth of those Young People available. Significant discrepancies were identified between Council records and those of the Share Foundation.</p> <p style="text-align: center;"><i>(Significant)</i></p> <p>Agreed Management Action: A process and procedure will be developed which will include a central recording spreadsheet (containing all required details)</p>	<p>Partially Implemented</p> <p>Findings:</p> <p>The auditor was provided with an initial centralised spreadsheet of Junior ISA's with TSF references and other relevant details to identify the Young People. This spreadsheet was reconciled quarterly with The Share Foundation Local Authority Valuation. However, the spreadsheet was incomplete, with columns detailing whether JISA's had been claimed left blank. An updated spreadsheet (January 2025) was then provided and analysed against the TSF</p>	<p>Suggested Management Action:</p> <p>One central spreadsheet of unclaimed JISA's will continue to be regularly maintained showing:</p> <ul style="list-style-type: none"> • The latest action taken to contact the young people. • Relevant details of the young people including WCCIS numbers. <p>This spreadsheet will be regularly reconciled against The Share Foundation report and any discrepancies resolved.</p>	<p>Service Manager /Business Support</p> <p>Business and Service Manager will routinely meet on a quarterly basis to review central spreadsheet and address any delays or discrepancies information.</p> <p>Dip sampling to routinely take</p>	Completed – ongoing

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	<p>and records will be uploaded to the young person's account on the WCCIS system.</p> <p>New flow chart developed which is included in the CLA financial policy to assist everyone to follow the correct process going forward.</p> <p>Extra resource is being given to Business Support to support the extra work around Childrens Savings.</p> <p>Implementation Date: June 2023</p>	<p>Valuation report from October 2024.</p> <p>From this analysis the following findings were made:</p> <ul style="list-style-type: none"> • There were 108 unclaimed JISA's on the TSF valuation which did not match NCC list. • There were 54 unclaimed JISA's on the council list which did not match the TSF valuation, however, 50 had TSF references. • There were 10 JISA's without a TSF reference which were last chased up with TSF October-January 2024. <p>Details regarding the young people who could not be matched were available through several different spreadsheets which were being used to separate out the data from the Local Authority Valuation (by adoption, SGO, Attained majority etc.). However, this was unclear and difficult to reconcile with the central record provided.</p>	<p>Claimed JISA's will be moved to an archive storing relevant details.</p>	<p>place as part of the routine monitoring process.</p>	

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		<p>Outstanding Weakness:</p> <p>The record keeping for Young People who had a Junior ISA managed by the Council was poor. The auditor was provided a centralised list of names, reference numbers and dates of birth of Young People, significant discrepancies were identified between Council records and those of the Share Foundation and the central record appeared to be fragmented across several different excel spreadsheets. Due to the work done within the team around this throughout the audit, a much more complete list was compiled with the required details. Issues were also raised with the accuracy of The Share Foundation reports as the reports showed Junior ISAs which had been confirmed to be claimed. The progress made around this weakness was deemed sufficient to lower the risk level to moderate.</p> <p style="text-align: center;">(Moderate)</p>			
3.03	<p>Original Weakness: There was no documentation available to confirm that Young</p>	<p>Partially Implemented</p> <p>Findings:</p>	<p>Suggested Management Action:</p>	<p>Service Manager /Business Support/case</p>	<p>Completed – ongoing</p>

Control Objective 3: Monies administered on behalf of Children Looked After and Young People in relation to Junior Individual Savings Accounts (ISA's) and Child Trust Funds is managed in-line with the Social Services and Well-being (Wales) Act 2014 - Part 6 Code of Practice (Looked After and Accommodated Children).

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	<p>People (or the Pathway Team) were being made aware of the existence of a Junior ISA or other forms of compensation they were awarded / entitled to. There was no evidence to support that assistance had been provided to allow the Young Person to seek independent financial advice prior to their 18th birthday.</p> <p style="text-align: center;">(Significant)</p> <p>Agreed Management Action: Discussions will be held with both the Pathway and Independent Reviewing Officers team to ensure persons finances (savings, CICA awards, Duty of Care settlements, Junior ISA's etc) are being fully discussed during 16+ CLA and Pathway reviews.</p> <p>Records will be held on WCCIS of all Junior ISA's or other forms of compensation such as Criminal Injury Compensation Authority awards or Duty of Care Settlement Awards. The Pathway team will need to ensure that officers review</p>	<p>The auditor reviewed the client dip sample and a new sample, the results are as follows:</p> <p>From the audit samples:</p> <ul style="list-style-type: none"> For one sample the young person had tried to chase up the YPA on gaining access to their JISA in Jan 2024, however, a letter was sent with TSF details, and no further evidence is available as to whether this was followed up on. The JISA was not claimed. Another Young Person had a case note suggesting that his details were confirmed, and he could expect payment in 7-10 days (Nov 23). JISA was not claimed A further sample had a casenote stating that a TSF letter had been sent (Jul 2023). This was chased up by business support in July 2024. There is no evidence to suggest that the business support email was followed up on and JISA were not 	<p>Regular checks will be introduced to ensure JISA's & other forms of compensation are being discussed with young people at the appropriate time and the results / evidence of these discussions is uploaded to WCCIS. Evidence that assistance is provided to allow the young people to seek independent financial advice prior to their 18th birthday will be retained and checks will be implemented to ensure this is being done.</p>	<p>managers/ Team Managers</p> <p>Business and Service Manager will routinely meet on a quarterly basis to review central spreadsheet and address any delays or discrepancies information.</p> <p>Additional columns to be added to check that IRO's have discussed rights and entitlements at CLA review and that case managers have referred to welfare rights.</p>	

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	<p>the system to identify any entitlement.</p> <p>We will extend the use of the Welfare Rights service so young people can obtain independent financial advice.</p> <p>At a service area meeting we will highlight the issues raised by the audit review and reiterate to Social Workers / Social Work Assistants their responsibilities with regards to young persons finances and the recording of information on WCCIS.</p> <p>New flow chart developed which is included in the CLA financial policy to assist everyone to follow the correct process going forward.</p> <p>Extra resource is being given to Business Support to support the extra work around Childrens Savings.</p> <p>Implementation Date: June 2023</p>	<p>mentioned in any CLA reviews.</p> <p>From October Dip Sample:</p> <ul style="list-style-type: none"> • Evidence of CICA/DOC compensation being discussed at pathway reviews with the CYP was available for 9/12 samples. • Evidence of JISA's being discussed at CLA/Pathway reviews was unavailable for 7/25 samples. <p>It should be noted that the sample size from the client dip samples was significantly larger than the audit sample and therefore provides more reliable data.</p> <p>Outstanding Weakness:</p> <p>Documentation / evidence was not available to suggest that JISA's were discussed during the pathway and CLA reviews for the samples tested by audit, however, the services own dip sample</p>			

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		<p>showed that evidence of discussions was being recorded for most young people. Also, there was no evidence to support that the Welfare Rights Service had been extended to assist Young People to seek independent financial advice prior to their 18th birthday.</p> <p style="text-align: center;"><i>(Moderate)</i></p>			

Control Objective 4: Monies administered on behalf of Children Looked After and Young People in relation to Duty of Care Settlements are managed in-line with the Social Services and Well-being (Wales) Act 2014 - Part 6 Code of Practice (Looked After and Accommodated Children).

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4.01	<p>Original Weakness: Records suggest that Young People who were older than 18 years of age had outstanding financial Duty of Care Settlements due to them where an employee of Newport City Council was the Litigation Friend. We could not confirm that Young People had been paid money they were entitled to.</p> <p style="text-align: center;">(Critical)</p> <p>Agreed Management Action: Clarification over roles and responsibilities will be sought with a meeting held between Childrens Services, Finance, Legal and Insurances,</p> <p>Following this meeting, a process and procedure will be developed which will include a central recording spreadsheet (containing all required details) and records will be uploaded to the young person's account on the WCCIS system.</p>	<p>Partially Implemented</p> <p>Findings:</p> <p>There were 5 current / possible cases provided by insurance where Young People who were older than 18 years of age had outstanding financial Duty of Care Settlements due to them where an employee of Newport City Council was the Litigation Friend</p> <ul style="list-style-type: none"> • 1 of these young people was not engaging with the service and was living out of county (last contact attempt Jan 24) • 1 case the Young Person was not deemed financially responsible and therefore a process has been started whereby his mother can access the money for him (recent update but no date) • 3 cases were waiting to be claimed, and recent attempts were made to notify the young person (Jan 25). <p>It should be noted that the client was unable to differentiate</p>	<p>Suggested Management Action:</p> <p>A contact record will be set-up and maintained for those with outstanding financial settlements due.</p> <p>This will detail the latest attempts to contact people, whether they have claimed the money and if they are engaging with the service.</p> <p>A contact plan will be drafted for non-responders detailing how many attempts have been made to contact and if / when more attempts should be made.</p>	<p>Service Manager/Business support</p> <p>Contact reminder letters to be sent out annually.</p> <p>Follow up letter to contain an 'op out' tick box to ensure they have the right to not be contacted again. This will be recorded centrally.</p> <p>Contact of previous case holding team (Team Manager) to be provided in follow up letter to enable recipient to have direct point of contact if needed.</p>	Ongoing – Completed

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	<p>Discussions will be held with both the Pathway and Independent Reviewing Officers team to ensure persons finances (savings, CICA awards, Duty of Care settlements, Junior ISA's etc) are being fully discussed during 16+ CLA and Pathway reviews.</p> <p>We will extend the use of the Welfare Rights service so young people can obtain independent financial advice.</p> <p>We will review all the cases identified to ensure the young people have received the money they are entitled to and the Litigation Friends responsibilities have been completed.</p> <p>Implementation Date: June 2023</p>	<p>between CICA/DOC award, they are compiled in one spreadsheet, therefore we are unable to verify whether the above cases pertain to DOC or CICA.</p> <p>Outstanding Weakness:</p> <p>Records suggested that five Young People who were older than 18 years of age had outstanding financial Duty of Care Settlements due to them where an employee of Newport City Council was the Litigation Friend.</p> <p>However, evidence was available to confirm that attempts have been made to contact to the young people to claim their funds. Although, efforts should be made to contact the young people on a more consistent basis.</p> <p style="text-align: center;">(Moderate)</p>			
	4.02	<p>Original Weakness: Children's Services did not hold any central records of Young People who had received Duty of Care Settlements where Newport City Council was acting as the</p>	<p>Partially Implemented</p> <p>See Weakness 2.02</p>	<p>Suggested Management Action:</p> <p>See Management Action 2.02</p>	

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	<p>Litigation Friend. There were no detailed file notes added to the Young Person's WCCIS record to confirm a settlement / outstanding settlement along with details of the award.</p> <p><i>(Significant)</i></p> <p>Agreed Management Action: Clarification over roles and responsibilities will be sought with a meeting held between Childrens Services, Finance, Legal and Insurances,</p> <p>Following this meeting, a process and procedure will be developed which will include a central recording spreadsheet (containing all required details) and records will be uploaded to the young person's account on the WCCIS system.</p> <p>At a service area meeting we will highlight the issues raised by the audit review and reiterate to Social Workers / Social Work Assistants their responsibilities with regards to young persons finances and the</p>	<p><i>(Moderate)</i></p>		<p>will routinely meet on a quarterly basis to review central spreadsheet and address any delays or discrepancies information.</p> <p>Dip sampling to routinely take place as part of the routine monitoring process.</p>	

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	<p>recording of information on WCCIS.</p> <p>New flow chart developed which is included in the CLA financial policy to assist everyone to follow the correct process going forward.</p> <p>Implementation Date: June 2023</p>				