

Appendix 3 – Response from the Director of Social Services, Health and Housing and the Principal Officer – Business and Performance Management relating to Report No.7

To: Governance and Audit Committee

From: The Director of Social Services, Health and Housing and the Principal Officer – Business and Performance Management

Subject: Internal Audit Report No 7 – Mandatory Training Business Support for Children’s Services Case Management Teams

All recommendations made within the Internal Audit report have been agreed and accepted.

The agreed expectation was for all available staff to complete relevant mandatory training courses by 30<sup>th</sup> September 2024. This action has been co-ordinated and monitored by the Principal Officer – Business and Performance Management.

As at October 2024 month end, of those staff available to work (excluding individuals on sick leave and other medium/long term leave types) the service can report a mandatory training course completion rate of 100%.

Service Business Managers have also implemented a robust reminder and monitoring process to ensure future mandatory training renewals are completed on time and within requirements.

Andrew Jarrett  
Director of Social Services, Health and Housing

Ian Finnemore  
Principal Officer – Business and Performance Management