



FINANCE PROCEDURE

(Community Support)

Introduction

At all times service users have the right to maintain control of their own finances. Where appropriate, details of how the service user manages their finances will be in their support plan. The support plan will record decisions on spending personal monies, identify areas of priority and evaluate such priorities on a regular basis. The support plan should cover the following areas:

- Service users' capacity to manage own money
- Service users' choice of bank/building society.
- Service users' personal choices and likes.
- Involvement of the service user in handling cash and dealing with finances.
- Increasing money management skills/budgeting.
- Benefits received and other income.

All service users' financial information must be kept strictly confidential at all times and must not be revealed to others except those organisations that have a statutory right to such information:

- the DSS
- Social Services Department
- Legal Aid
- Authorised Solicitors

If at any time a member of staff, service user family friend, care manager or advocate suspects fraud or irregularities, then the concerns must be reported to the Manager immediately.

Any borrowing of service user's monies or property is a misuse of power and will be considered a disciplinary offence.

If there is evidence that staff haven't followed the financial procedures correctly, and errors are identified in the cash balance, the staff member/s responsible may be liable to repay any shortfall in monies.

Service users are not responsible for the provision of staff meals in their home whilst they are on duty.

COMMUNITY SUPPORT

When managing a service user's finance as part of commissioned support, all financial recording within our Community Support service is completed using the Company software PASS for Care.

Recording Income and Expenditure

All cash income and expenditure must be documented on the respective service user's 'Financial Transaction Sheet' on the PASS for Care app. This can be found in the Service User's records in 'Document'.

Debit Card Withdrawal

Every time a debit card is taken out of the property and returned to the property, the time and date of this must be recorded on a 'Debit Card Withdrawal Record' form on the PASS for Care app. This can be found in the Service User's records in 'Document'.

Debit Card Transactions

All debit card transactions must be documented on the respective service user's 'Debit Card Transaction Sheet' on the Pass for Care app. This can be found in the Service User's records in 'Document'.

Receipts

- Staff have a responsibility to ensure that all expenditure is accurately accounted for.
- Staff must always try to get a receipt for any money that is spent.
- On rare occasions, it is acceptable to spend money without getting a receipt for the expenditure. This may be for purchasing drinks in a pub where it would be considered socially unacceptable to ask for a receipt, or for example if something is bought from a market stall or car boot sale.
- Receipts should be photographed on the PASS for Care app by clicking on the task 'Financial Transactions' in the visit.
- If unable to get a receipt, the details on why no receipt was available e.g. cashpoint ran out of receipts should be recorded.

Cash Received from Family Members

Any money received from service user's family members must be recorded as income on the Financial Transaction Sheet, even if it is to be withdrawn straight away – for instance if cash is given to pay into the tenant's fund.

An accurate reason for the income must be documented on the Financial Transaction Sheet. 'money from family for tenant's fund'

Cash/Debit Cards

- It is necessary for service users to use cash/debit cards to withdraw money from banks or to make purchases.
- Whenever possible, individual service users should be the only people who know their PIN.
- If the above has been assessed as not possible due to individual abilities, it will be necessary for some staff to assist with cash withdrawals and debit card purchases, and this will inevitably mean the divulgence of the PIN.

- Cash cards should always be kept in the service user's tin and locked away in a safe place unless an individual support plan is in place with alternative instructions.
- PINs should never be kept with the cash card.
- The minimum number of staff will have access to PINs, and this will be assessed by the manager.
- If a staff member is supporting a service user to withdraw cash from a machine or to make a purchase, they should store the PIN on their mobile phone and subsequently delete it as soon as the cash has been withdrawn.

REMEMBER – All expenditure is audited, not just by us but also on occasion by CQC and people who contract our services. We have a responsibility to keep accurate records at all times and to account for all money that is spent.