jrhsupport

FINANCE PROCEDURE

(Outreach & Care at Home)

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 <u>not</u> responsible for the provision of staff meals in their home whilst they are on duty.

OUTREACH & CARE AT HOME SERVICES

When managing a service user's finance is part of commissioned support, all financial recording within our Outreach and Care at Home services is completed using the Company software **Mobizio**.

Recording Income and Expenditure

All income and expenditure must be documented on the respective service user's Financial Transaction Sheet (FTS) on Mobizio.

This can be found in the Service User's records under the 'Finance' tab.

For **income**, the following procedure should be used:

- The money should be put in the service user's tin (or other container) and then locked away in a safe or other secure place.

- If the money has come from a bank, a receipt from the bank (from cash machine or over the counter) should be put in the individual's receipt envelope. This receipt should be numbered, following on from the last receipt number documented on the individual's FTS.

- When completing the FTS, staff should use the Mobizio app and make sure they record the following in the relevant rows:

    1. The date of the transaction
    2. The receipt number
    3. Where the money has come from (details column)
    4. The previous balance
    5. The amount of cash credited
    6. The balance (this will be filled in automatically by Mobizio)
    7. Staff signature
    8. Signature of someone who has witnessed your documentation (other staff member, service user).

Financial Transaction Sheet
Date 22/May/2018
Receipt No.
Photo of receipt
Details Cash withdrawal from bank
Total receipts amount
Previous balance (£) 30.0
Debit (money out - £)
Credit (money in - £) 50.0
New balance (£) 80.0
Signature of staff member D.Smith
Signature of other staff member or service user Jane Doe
SUBMIT

THE BALANCE COLUMN SHOULD ALWAYS REFLECT WHAT IS ACTUALLY IN THE TIN

For **expenditure**, the following procedure should be used:

- All service user's money taken out of their property must be accounted for.
- When a staff member or service user withdraws money from a service user's tin to go out and make a purchase for an unknown amount, this should be recorded on FTS. The FTS is designed to automatically work out the balance.

Example

A service user and member of staff are going out to buy some clothing for the service user, and they take **£50** from the service user's tin to go shopping.

When the change and receipts are brought back, the receipts should be numbered respectively and photographed, and the FTS should be completed as follows:

Financial Transaction Sheet
Date 22/May/2018
Receipt No.
Photo of receipt
Details Cash withdrawal from bank
Total receipts amount
Previous balance (£) 30.0
Debit (money out - £)
Credit (money in - £) 50.0
New balance (£) 80.0
Signature of staff member D.Smith
Signature of other staff member or service user Jane Doe
SUBMIT

Stage 1

At the start of this process, the service user has **£80** in their safe. You can see this indicated in the '**New balance (£)**' row. On the previously completed FTS.

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Financial Transaction Sheet
Date 22/May/2018
Receipt No.
Photo of receipt
Details Clothes shopping
Total receipts amount
Previous balance (£) 80.0
Debit (money out - £) 50.0
Credit (money in - £)
New balance (£) 30.0
Signature of staff member D.Smith
Signature of other staff member or service user Jane Doe
SUBMIT

Stage 2

They click on the little plus sign at the bottom of the sheet to add a new entry, document what the previous balance was **(£80)** and then they book out **£50** to go clothes shopping (this is written in the '**Debit (money out – (£)**' row.

Because the previous balance has been entered, as soon as the **£50** is written in the '**Debit (money out – (£)**' row, Mobizio automatically changes the new balance amount to **£30**

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Financial Transaction Sheet

Date

22/May/2018

Receipt No.

2,3,4

Photo of receipt

Details

Change from clothes shopping

Total receipts amount

42.16

Previous balance (£)

30.0

Debit (money out - £)

Credit (money in - £)

7.84

New balance (£)

37.84

Signature of staff member

D.Smith

Signature of other staff member or service user

Jane Doe

SUBMIT

Stage 3

They return from shopping and have 3 receipts. They number the receipts 2,3 and 4 and then take a photo of the receipts to upload on the app.

They click on the little plus sign at the bottom of the form to add a new entry. They then fill in the previous balance - **£30** (by looking at the '**New balance**' entry on the previous input)

They then add up all that was spent (£42.16) and write this in the '**Total receipts amount**' row.

By then writing in the amount of change in the '**Credit (money in – (£)**' row, the new balance is automatically created by Mobizio

- The change should then be put in the service user's tin and locked away in the safe

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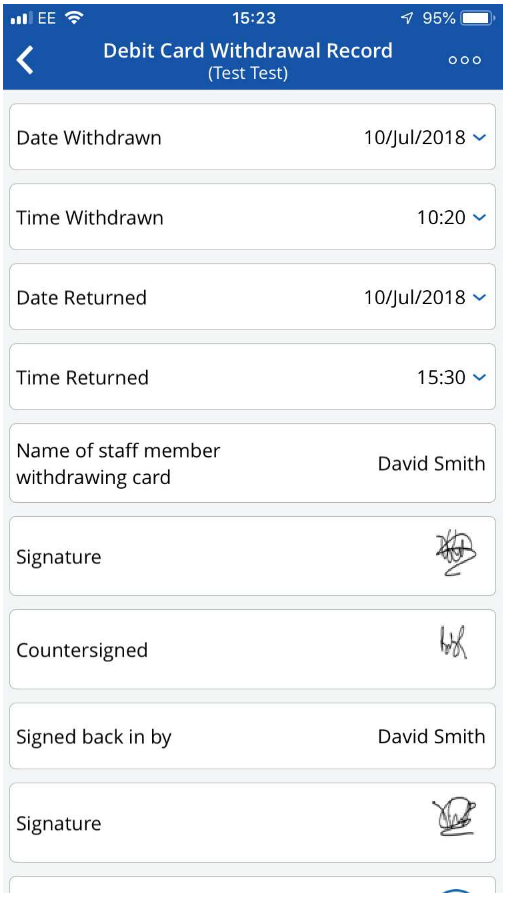
Every time a debit card is taken out of the property and returned to the property, the time and date of this must be recorded on A ‘Debit Card Withdrawal Record’ form on Mobizio.

Example



Debit card transactions including transfers between accounts

Below is an example of purchases made during a shopping trip at Morrison’s where £114.37 was spent on groceries. The receipt should be kept in a separate and correctly labelled envelope.

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Debit Card Transaction Sheet	
Service user	Joe Bloggs
Last 4 digits of the Account No. 7895	
Date 22/May/2018	
Receipt No. 4	
Photo of receipt 	
Details Shopping at Morrisons	
Total receipts amount 114.37	
Debit (money out - £)	
Credit (money in - £)	
Balance (£) – if known	
Signature of staff member D.Smith	
Signature of other staff member or service user Jane Doe	
SUBMIT	

The ‘Debit’ row is filled alongside the total receipt amount, detailing all purchases and transfers made on that account.

The ‘Credit’ row would only be used for money that had been transferred into that account from another account.

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.

- If unable to get a receipt, the box on the FTS where a photo of the receipt number is entered should be left blank and a note made in the details on why no receipt was available e.g. cashpoint ran out of receipts.

Cash Received from Family Members

Any money received from service user's family members must be recorded as income on the FTS, 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 FTS. 'money from family for tenant's fund'

When any money is received from family members, they **must** be given a signed receipt from a duplicate receipts book. Our copy of the receipt should be kept with the service user's other receipts and numbered accordingly.

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.

Daily Cash Balance Checks

- It is important to ensure that all financial transactions are accurate and daily cash balance checks are made.

- All cash balances should be checked and signed for by two people at the end of and at the beginning of each shift.

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.

GENERAL GUIDELINES FOR USING MOBIZIO FOR FINANCES

FINANCIAL TRANSACTION SHEETS

Using the app

- Sync the app
- Select the service user
- Scroll down and click on JRH – Service User Records
- Click on 'Service User Forms'
- Click on 'FINANCE'

If you are creating a new sheet (a new sheet should be started every day)

- Click on the plus sign (+) at the top right of the app and select 'FINANCIAL TRANSACTION SHEET'
- Enter all of the relevant details. (REMEMBER - you will need to enter the previous balance from the last time there was a transaction)
- You'll notice that as you enter figures in the 'Debit' or 'Credit' columns the new balance is automatically calculated and entered.
- Once signed, select the green 'SUBMIT' button
- **NEVER** under any circumstances delete an entry (the 'X' above the date). If a mistake has been made please inform your Team Manager

If you are adding a transaction to an existing sheet from the same day

- Click on the 3 dots at the top right of the app and select 'Edit Form'
- Scroll down to the last entry and click on the '+' sign saying 'Add Row'
- Enter all of the relevant details. (REMEMBER - you will need to enter the previous balance from the last time there was a transaction)
- You'll notice that as you enter figures in the 'Debit' or 'Credit' columns the new balance is automatically calculated and entered.
- Once signed, select the green 'SUBMIT' button
- **NEVER** under any circumstances delete an entry (the 'X' above the date). If a mistake has been made please inform your Team Manager

PETTY CASH TRANSACTION SHEETS

- Sync the app
- Select the property
- Scroll down and click on JRH – Service User Records
- Click on ‘Service User Forms’
- Click on ‘FINANCE’

If you are creating a new sheet (a new sheet should be started every day)

- Click on the plus sign (+) at the top right of the app and select ‘PETTY CASH TRANSACTION SHEET’
- Enter all of the relevant details. (REMEMBER - you will need to enter the previous balance from the last time there was a transaction)
- You’ll notice that as you enter figures in the ‘Debit’ or ‘Credit’ columns the new balance is automatically calculated and entered.
- Once signed, select the green ‘SUBMIT’ button
- **NEVER** under any circumstances delete an entry (the ‘X’ above the date). If a mistake has been made please inform your Team Manager

If you are adding a transaction to an existing sheet from the same day

- Click on the 3 dots at the top right of the app and select ‘Edit Form’
- Scroll down to the last entry and click on the ‘+’ sign saying ‘Add Row’
- Enter all of the relevant details. (REMEMBER - you will need to enter the previous balance from the last time there was a transaction)
- You’ll notice that as you enter figures in the ‘Debit’ or ‘Credit’ columns the new balance is automatically calculated and entered.
- Once signed, select the green ‘SUBMIT’ button
- **NEVER** under any circumstances delete an entry (the ‘X’ above the date). If a mistake has been made please inform your Team Manager

DEBIT CARD TRANSACTION SHEET ON MOBIZIO

- Select the service user
- Scroll down and click on JRH – Service User Records
- Click on ‘Service User Forms’
- Click on ‘FINANCE’
- Click on the plus sign (+) at the top right of the app and select ‘DEBIT CARD TRANSACTION SHEET’
- Complete the form (you’ll need to look at the previous completed form to insert the ‘Previous Balance’ entry
- Click on the ‘SUBMIT’ button
- **NEVER** under any circumstances delete an entry (the ‘X’ above the date). If a mistake has been made please inform your Team Manager

DEBIT CARD WITHDRAWAL RECORD ON MOBIZIO

- Select the service user
- Scroll down and click on JRH – Service User Records
- Click on 'Service User Forms'
- Click on 'FINANCE'
- Click on the plus sign (+) at the top right of the app and select 'DEBIT CARD WITHDRAWAL RECORD'
- Complete the signing out part of the form
- Click on the 'SUBMIT' button
- To sign the card back in you'll need to open the same form and complete the signing in part and then click on the 'SUBMIT' button
- **NEVER** under any circumstances delete an entry (the 'X' above the date). If a mistake has been made please inform your Team Manager