

# Financial Procedure 2023

## Supported Living Services – Frogmore Road

### Care & Support Service, SCHH - Adult Social Care

#### Introduction

All people have a capacity assessment in place regarding their ability to manage their own finances.

For people who are capacity assessed and risk assessed as unable to manage their own finances, an appointee is identified to be responsible for the management of their finances.

#### **Where the appointee is agreed as Central Bedfordshire Council, the following system is in place:**

- A person's monies are banked on behalf of Central Bedfordshire in a bank account.
- Money is ordered and transferred by Customer Finance services to a high street bank account and withdrawn on their behalf by the management team on a weekly basis.
- People have an individual, lockable safe in their flats for the storage of money. The key for each individual safe is kept in the office, in the staff safe (see safe contents guidance).
- There is one designated safe key holder per shift, **every time** the safe key is handed over the integrity of the tamper tags must be checked and both staff must confirm that the number of the tag matches the most recent number recorded on the individual financial records.
- A balance check must be done prior to any money being put in or taken out. This must be documented, and two signatures are required.
- Receipts should be obtained for all transactions; the receipt number should be documented on the finance sheet along with the name of the person who obtained the receipt. There is a column for each part of this process.
- If you are the only member of staff on site and a financial transaction needs to happen, then you must email the management team informing which person and time and why you had to do this solely.
- If there are any discrepancies with the amounts of money in the safe, staff should aim to establish the nature of the error and must be reported to management immediately via email including date, time, person, type of error and the last staff to complete an entry.
- If money is unaccounted for, this should then be reported to the Safeguarding team by the individuals that found the error on an SV1 form copying in the management team. The Safeguarding team/Senior Manager will notify police / CQC as required.

#### **For people that are capacity assessed and risk assessed as able to manage their own finances:**

- Each person has the facility of a lockable safe in their flat for the safe keeping of their valuables and personal monies.
- The key is held solely by the person and staff do not have any authorised access.
- Safe keys must not be passed on to other staff or left lying around.

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### High Hazard Discrepancies. Taxi Protocol/Procedure:

- There have been a number of incidence where people have alighted the taxi and in anticipation of where they are going, they have received the wrong change from the taxi driver. As a proactive measure it is a recommendation that to prevent any discrepancies, people are encouraged to pay the agreed fare before they start their journey and after they have applied their seatbelts.
- This allows any discrepancies to be resolved at the beginning of the journey when it is less pressured, and staff still have the opportunity to speak with the driver.