



Financial Procedure 2025

Supported Living Services – Frogmore Road

Care & Support Service- Adult Social Care

Introduction

If there are concerns around a person's ability to manage their own finances, a capacity assessment must be carried out.

If the capacity assessment and risk assessment show that a person cannot manage their finances, an appointee will be assigned to do so on their behalf.

Where Central Bedfordshire Council (CBC) is the appointee, 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- Money is ordered and transferred by CBC Customer Finance services on a Monday by 12pm to individual bank accounts and withdrawn on their behalf by the service's management team on a weekly basis.
- Ad hoc money requests (for activities, presents etc.) require the approval of a manager. Where a large amount has been requested, this should remain in the bank account until it is required.
- Bank cards are kept in a safe accessible only to the management team. Each time a card is used, it must be signed out, with the time recorded and confirmed by two people. When the card is returned, the cash withdrawn or transaction completed must be recorded, and two people must sign to confirm its return and the time.
- Lost or stolen bank cards must be reported to CBC Customer Finance immediately, asking for the card to be frozen.

Personal Money Wallets

- Each person has a money wallet stored in the office safe. There is one designated safe key holder per shift. **Each time** the safe key is handed over, the integrity of the tamper tags must be checked, and both staff must confirm that the tag number matches the most recent number recorded on the individual financial records.
- A balance check must be completed before any money is added or removed. This must be documented, and two signatures are required.
- Receipts must be obtained for all transactions. The receipt number should be recorded on the finance sheet along with the name of the staff member who obtained it. A column is provided for each part of this process.
- If a staff member is the only one on site and a financial transaction needs to occur, they must email the management team, providing the person, time, and reason for completing the transaction alone.
- If there are any discrepancies with the money in the safe, staff should attempt to establish the nature of the error and report it immediately to management via email, including the date, time, person, type of error, and the last staff to complete an entry.

- If money is unaccounted for, it must be reported to the Safeguarding team by the staff who discovered the error using an SV1 form, copying in the management team. The Safeguarding team or Senior Manager will notify the 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 only by the person; staff do not have authorised access.
- Safe keys must not be shared with other staff or left unattended.

High Hazard Discrepancies. Taxi Protocol/Procedure:

- When people are using taxis for journeys, fares should be paid at the start of the trip, once seatbelts are fastened, to help prevent discrepancies or incorrect change.
- Paying at the beginning of the journey allows any issues to be addressed in a less pressured environment and gives staff the opportunity to speak with the driver if necessary.
- Staff should support people to follow this practice consistently, explaining the reason for paying at the start of the journey to help ensure smooth transactions.