Safeguarding Service Users’ Money and Property Policies and Procedures
# SAFEGUARDING SERVICE USERS’ MONIES

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GENERAL
BACKGROUND AND CONTEXT

DECISION-MAKING BY OR ON BEHALF OF SERVICE USERS

1.0 DOMICILIARY CARE AGENCIES MINIMUM STANDARDS 2011

The values underpinning the standards include:
- **Choice** – Service users are offered, wherever possible, the opportunity to select independently from a range of options based on clear and accurate information.
- **Consent** – Service users have a legal right to determine what happens to them and their informed, genuine and valid consent to the care and support they receive is essential.

2.0 THE DOMICILIARY CARE AGENCIES REGULATIONS 2007

14 Ensure that services are provided so as to:
- Safeguard service users against abuse
- Promote their independence
- Ensure the safety and security of their property
15 Specify the procedures to be followed when a care worker acts as agent for, or receives money from a service user.

3.0 THE MENTAL HEALTH (NI) ORDER 1986

The Order governs decision-making processes made on behalf of other adults, both when they lose mental capacity at some point in their lives, for example as a result of dementia or brain injury, or when the incapacitating condition has been present since birth.

There are 5 key principles supporting any decisions made in relation to service users:
- There is an assumption of capacity until proved otherwise
- Service users should participate in decision making
- People have the right to make what might be seen as eccentric or unwise decisions;
- All decisions must be in the person’s best interest
- Decisions made on behalf of someone else should be those that are least restrictive of their basic rights and freedoms.

4.0 ABSENCE OF MENTAL CAPACITY TO MANAGE OWN AFFAIRS

In the absence of the capacity to manage their own affairs, service users require someone to act on their behalf but should be consulted as to their wishes in any matter in so far as they are able to understand and express them.
1.0 Policy Statement

1.1 Unless it is deemed otherwise, it is assumed that Service Users are able to manage their own affairs.

1.2 The right to independence, choice and giving consent are the underpinning values associated with the policies and procedures for safeguarding Service Users’ money and valuables.

1.3 Camphill Community Clanabogan acknowledges the right of Service Users to take control of their financial arrangements.

1.4 However, Service Users may have difficulties in understanding all the aspects and intricacies of daily living. In such cases it is necessary for staff to assist Service Users in the management of their affairs.

1.5 Staff have a key role in helping and supporting Service Users to understand what decisions need to be made and the consequences of those decisions. They can also ensure that the administrative processes are carried out properly and effectively.

1.6 The arrangements for each Service User must define clearly who acts on their behalf and in what circumstances.

2.0 Policies and Procedures

2.1 These policies and procedures determine how staff may assist Service Users in the management of their financial affairs and protect them from financial abuse.

2.2 The arrangements are to be agreed and recorded in a Financial Management Care Plan attached to the Individual Service Agreement, retained in the Service User’s file and copied to the HSC Trust.
3.0 **Scope**
These policies and procedures are intended primarily for care and administrative staff but are also available for reference by Service Users and their families.

4.0 **Consultation with Stakeholders**
4.1 These policies and procedures shall be copied to referring HSC Trusts for information.
4.2 The arrangements for each service user shall be subject to consultation with the service user, their family or representative and the referring HSC Trust’s care manager.

5.0 **Review**
5.1 These policies and procedures shall be approved by the Registered Person and reviewed annually thereafter.
5.2 They shall also be revised and additional policies and procedures produced as necessary.

6.0 **Responsibilities**
6.1 Registered Managers shall be responsible for implementing and monitoring the operation of these policies and procedures including the training and supervision of staff.
6.2 Administration staff/senior care staff are responsible for adhering to the financial policies and procedures and for attending training when requested.
1.0 Policy

1.1 The Circular directs HSC Trusts that:
- They should take appropriate steps to ensure that adequate financial controls are in place to safeguard service user’s interests including their personal monies.
- Written assurances that appropriate controls are in place to be received from Camphill Community Clanabogan on a regular basis.
- These provisions are to be delivered by entering into a contractual process with the provider of services and carrying out periodic spot checks to test the operation of the controls in place.

1.2 Camphill Community Clanabogan shall set out the financial controls which it operates in respect of service users' monies in these financial policies and procedures.

1.3 An up-to-date copy of these policies and procedures shall be provided to the referring HSC Trust for information.

1.4 Written assurances on the operation of the financial controls shall be provided to the referring HSC Trust as requested.

2.0 Procedures

2.1 Camphill Community Clanabogan shall have written policies and procedures for the safeguarding of Service Users’ monies which specify the financial controls to be operated.

2.2 The financial policies and procedures shall be provided to the referring HSC Trust annually and/or following any revisions.

2.3 A written assurance as to the adequacy and effectiveness of financial controls shall be provided by Camphill Community Clanabogan to the referring HSC Trust as required.

2.4 The outline of the financial arrangements for all service users shall be included in the Resident’s Handbook and reviewed annually by the Registered Person.

2.5 The specific financial arrangements for each service user shall be included in his/her Financial Management Care Plan, attached to the Service User’s Individual Agreement and signed off by the Registered Manager.

3.0 Responsibilities
3.1 The Registered Person shall ensure that adequate and effective policies and procedures are developed, kept up to date and provided to referring HSC Trusts.

3.2 Camphill Community Clanabogan shall give written assurances as to the financial controls in place when required to do so by the HSC Trust.

3.3 Registered Manager shall ensure that individual Financial Management Care Plans are kept up to date and adhered to by staff.
CONSENT TO AND AUTHORISATION OF EXPENDITURE
Title of Policy/Procedure Number | Consent to and Authorising of Transactions on Behalf of Service UsersCCC F 003
---|---
Issue Date | May 2014
Ratified by | Registered Person: M Sturm
Evidence Base | Read in conjunction with Mental Health (NI) Order 1986; Statutory Rule 235, Reg 14, 15 Minimum Care Standards 2011: Introduction, 4.1, 4.2.
Review Date | May 2015

1.0 Policy
There are three underpinning values that Service Users should:
- Have as much control as possible over their lives whilst being protected against unreasonable risks.
- Be offered, wherever possible, the opportunity to select independently from a range of options based on clear and accurate information.
- Have a legal right to determine what happens to them - their informed, genuine and valid consent to the care and support they receive is essential.

2.0 Procedure – Financial Support Assessment
2.1 A Financial Support Assessment is to be undertaken for all Service Users to determine the extent to which they can manage their own affairs and identify support needs in the Financial Management Support Plan (Template 1).
2.2 This is done through consultation with the Community Care team that is responsible for the Service User’s overall care and with the family, carers or representatives of the Service User.
2.3 The completed form should be signed by the Registered Manager and state whether or not the Service User can manage their:
- Bank/Building Society accounts
- Day-to-day handling of cash
- Paying of bills
- Budgeting
- Application for and receipt of benefits.
2.4 The completed Financial Support Assessment and Financial Management Care Plan should be forwarded to the relevant social worker or health professional at the referring HSC Trust and placed in the Service User’s file; it should state clearly the extent of the Service User’s capability in managing his/her own affairs.
3.0 Procedure – Service Users Manage Own Affairs
3.1 The Service User signs the assessment form declaring that they are able to manage their own financial affairs.
3.2 Staff have no involvement with their financial arrangements and transactions.
3.3 The Service User should be advised about the safeguarding of cash and valuables and the need to keep records of benefits received and the forms associated with them.
3.4 They are free to make financial arrangements with others, for example, for the use of a car provided to them through the mobility scheme.
3.5 If a clear risk to themselves or others with whom they share the accommodation results from the management of their own affairs, the Registered Manager should give suitable advice and record the agreed outcome in a revised financial support assessment counter-signed by the Registered Person.

4.0 Procedure - Service Users Who Require Support to Manage Own Affairs
4.2 Service Users who are assessed as not being fully able to manage their own affairs should be given support by staff only to the extent that is absolutely necessary to facilitate their ability to live independently.
4.3 If a Service User is deemed not capable of fully managing his/her own affairs, arrangements shall be made for someone to provide assistance and support:
   - An agent or appointee shall act in this capacity (See Policy CCC F004)
   - If no agent or appointee has been appointed, the next of kin of the Service User or another suitable person may agree to act as their representative and confirm this in writing to the referring HSC Trust;
4.4 Such provisions will be recorded and the names noted in the Financial Management Support Plan.

5.0 Responsibilities
5.1 The Registered Manager shall ensure the Financial Support Assessment and Management Plan is undertaken for each Service User and shall make arrangements for assistance and support to Service Users who are not capable of fully managing their own affairs.
5.2 The Registered Manager shall implement and operate the arrangements.
Title of Guidance | Duties and Responsibilities of Agents and Appointees  
---|---
Number | CCC F 004  
Issue Date | May 2014  
Ratified by | Registered Person: M Sturm  
Countersign Base | Read in conjunction with Handbook for Controllers provided by the Office of Care and Protection at [www.courtsni.gov.uk](http://www.courtsni.gov.uk) and Part 8 of the appointee form provided by DSDNI  
Review Date | May 2015  

1.0 Agent/Controller  
Powers are limited to dealing with the Service User’s financial affairs and are clearly defined in the Order appointing the Service User as Agent or Controller.

2.0 Appointee  
An appointee acts for a named person and is responsible for:  
- Claiming and receiving social security benefits, pensions and allowances, tax credits and war pensions.  
- Using any money received on their behalf in their and their dependents’ best interest.  
- Ensuring that they receive the specified amount of personal allowance each week.  
- Notifying SSA or HM Revenue and Customs of any change in circumstances which could affect the monies they receive.  
- Notifying the Social Security Agency, Pension Centre and HM Revenue and Customs immediately in the event of their death.  
- Repaying any overpayments.
Title of Policy/Procedure Number | Authorised Signatories
---|---
CCC F 005

Issue Date | May 2014

Ratified by | Registered Person: M Sturm

Evidence Base | Read in conjunction with Mental Health (NI) Order 1986; Statutory Rule 235, Reg 14, 15, Sched 4 11 Minimum Care Standards 2011: 4.1, 4.2.

Review Date | May 2015

1.0 Policy

1.1 Lists of those authorised to act on behalf of Service Users as agent, appointee or representative are to be maintained in Camphill Community Clanabogan’s office. (Template 3)

1.2 A list of key-holders for the safe in which Service Users’ cash and valuables are held is to be kept in Camphill Community Clanabogan. (Template 4)

2.0 Procedure

2.1 Lists of those authorised to act for Service Users are to be kept up-to-date by the Registered Manager, cross-referenced to the Service User’s name and the written confirmation of the appointment filed in the Service User’s file for the following:
- When an agent for a Service User is appointed by the Office of Care and Protection;
- When a member of staff is made the appointee by DSDNI for payment of benefits to a Service User;
- When a person agrees to act as the representative of a Service User;

2.2 The Registered Person shall countersign the lists for each revision and shall make sure they are reviewed quarterly for completeness.

3.0 Responsibilities

The Registered Manager shall maintain the list of authorised signatories.
1.0 Policy
The arrangements needed for safeguarding the money and valuables separately for each Service User are agreed through the Financial Support Assessment and Management Plan on admission to Camphill Community Clanabogan and reviewed as necessary thereafter. An agent, appointee or representative should be appointed if a Service User is deemed incapable of managing his/her own affairs.

2.0 Level of Support
2.1 The level of support needed will vary between Service Users and must be agreed and recorded in the Financial Management Care Plan.
2.2 That level of support will determine the extent to which the policies and procedures for the safeguarding of Service Users’ monies and valuables are applied in each individual case.

3.0 Procedure
3.1 The arrangements are tailored to each Service User in the Financial Support Assessment.
3.2 For each Service User:
   ● The overall terms and conditions of residency are set out in the Tenancy Agreement (Template 13).
   ● The Financial Analysis gives the current rates of benefits and charges together with the balance of personal monies, is updated annually and attached to the Individual Service Level Agreement.
   ● The specific, detailed financial arrangements and responsibilities for support are defined in the Financial Management Support Plan attached to the Individual Service Agreement.
3.3 The Social Worker from the referring HSC Trust shall be asked to confirm that an explanation of the Individual Service User Agreement and the Financial Assessment and Management Support Plan was given to the Service User and consent obtained as far as that was possible.

4.0 Responsibilities
4.1 The Registered Manager is responsible for implementing the Financial Support Assessment and Financial Management Support Plan, producing the Individual Service Agreement and for consulting with Service Users, next of kin, the HSC Trust Social Worker and others to obtain agreement to the arrangements in them.

4.2 The Registered Manager shall be responsible for the effective operation of the arrangements.

4.3 The Finance Department shall update the Financial Analysis as necessary and advise the Service User, Agent, Appointee or Representative.

4.4 The Registered Person is to liaise with the referring HSC Trust and obtain confirmation that the arrangements for each Service User are agreed.
MONIES AND RECORDS
Title of Policy/Procedure Number | Management of Service Users’ Monies CCC F 007
---|---
Issue Date | May 2014
Ratified by | Registered Person: M Sturm
Evidence Base | Statutory Rule 235, Reg 14, 15 Minimum Care Standards 2011: Appendix I.
Review Date | May 2015

1.0 Policy
1.1 The management of monies on behalf of Service Users who are not capable of managing their own affairs should follow the arrangements for consent and authorisation.
1.2 Transactions must be fully documented to provide an audit trail for income and expenditure.

2.0 Procedures

2.1 Authorisation of Expenditure
2.1.1 Cash withdrawn or expenditure less than £30 is not considered significant and may be authorised by any two members of staff.
2.1.2 Personal expenditure on items such as food, electricity, cultural charges, transport and outings are paid for by Service Users from their personal monies and the arrangements are set out in the individual Financial Management Support Plan. (Template 1)
2.1.3 Expenditure between £30 and £100 should be authorised by two staff signatories.
2.1.4 Anticipated, significant expenditure greater than £100 (e.g. holidays, furniture or electronic equipment) should be discussed at the annual review meeting with families, the Social Worker and others to arrive at a decision which is documented and filed. (Template 7)
2.1.5 Significant necessary expenditure that is requested but was not anticipated should be subject to discussion with the family and Social Worker if possible and a decision agreed, documented and filed.
2.1.6 Holidays should be costed in detail in advance including accommodation, food, staff, transport, outings and incidental expenses. (Template 8) These should be considered at the meeting of family, Social Worker and others before a decision is made for the resident to go on a holiday.

2.2 Recording
2.2.1 Service Users must have a ‘Personal Allowance Sheet’ for recording personal income and expenditure. (Template 5)
2.2.2 All income and expenditure must be recorded in the appropriate columns and the balance reconciled to the cash held in the House and in the bank account.
2.2.3 All purchases must be accompanied by original receipts.
The original receipts are to be attached to a petty cash voucher and double signed where possible; these are archived quarterly.

2.2.4 The only exception is where the Financial Management Care Plan provides that a given amount of cash may be given to a service user to spend as they wish; in this case receipts are not required.

2.4 Family Involvement

2.4.1 Representatives and other family or friends must be advised that the Service User’s personal monies are their own to spend as they wish and must be fully accounted for; it is therefore essential that the process of consent and authorisation applies to them, together with the return of all unspent cash balances.

2.5 Gifts, Benefits and Wills

2.5.1 Gifts
Due to the close relationships and dependence between staff and Service Users gifts may be offered to staff; staff must politely decline to accept all gifts except for small token items of a non-monetary nature such as flowers or chocolates. These shall be reported to the Registered Manager, recorded and if three or more are recorded from one person in a three-month period steps should be taken to discourage the practice. Support staff are permitted to buy gifts for Service Users at appropriate times such as their birthday or at Christmas, the maximum value of these gifts should not exceed £15.

2.5.2 Benefits
Staff must avoid obtaining benefits and must not:
- Take advantage of any special offers given in respect of purchases made for Camphill Community Clanabogan
- Involve Service Users in personal selling opportunities such as Avon catalogues
- Buy or sell goods or services involving Service Users
- Benefit from personal reward schemes in the name of Service Users such as Air Miles or loyalty cards
- Receive any monies or payment directly from Service Users – this includes mileage expenses (to be claimed from Camphill Community Clanabogan)
- Make use of Service Users’ property such as mobile phones.

2.5.3 Wills
Service Users should be encouraged to have a will so that their estates can be managed appropriately in the event of their death. Staff must not assist in preparing a will for a Service User, act as executor or be a witness. Staff should not appear to influence wills and it is not expected that they should be beneficiaries.
3.0 Reporting of Balances
For all Service Users assessed as incapable of managing their own affairs, the money and valuables held by Camphill Community Clanabogan are to be reported to the referring HSC Trust annually.

4.0 Responsibilities
4.1 All staff are responsible for adhering to the good practice noted at 2.5.
4.2 Staff are responsible for carrying out and recording the transactions noted above.
4.3 The Registered Manager is responsible for ensuring that these financial management procedures are carried out correctly at all times by their staff.
4.4 If corrections are required to any records these should be evidenced by two members of staff and a reason for the correction noted beside it.
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<td>Registered Person: M. Sturm</td>
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1.0 Policy
1.1 A separate bank account is maintained for each Service User whenever possible.
1.2 Complete records are kept of all income received and expenditure by or on behalf of the Service User.
1.3 A pooled ‘Client Account’ which is separate from the business accounts shall be maintained for service users who lack capability and for whom individual accounts cannot be opened.

2.0 Procedures - General
2.1 All income including benefits will be paid into the individual bank account (or the client account if necessary) under their own name; standing orders shall be set up for heat and light, food, care and support needs and cultural activities - as detailed in the Financial Agreement and Financial Management Support Plan.
2.2 All other personal expenditure including transport shall be met from their personal monies.
2.3 A Service User capable of managing his/her own affairs shall be the signatory for their own account and keep their own records.
2.4 Service Users and Representatives should be made aware that their account should not be overdrawn.
2.5 Each Service User has a personal finance file containing all financial documentation and correspondence, this is kept centrally in the office. It also includes a signed Individual Service Agreement and Financial Management Care Plan detailing financial arrangements and appointeeship.
2.6 A monthly reconciled statement of the account is provided to the Service User and also to a relative if appropriate.

Imprest Cash Account
2.7 Since any bank is some distance from Camphill, sufficient funds shall be withdrawn for each Service User to cover day-to-day expenditure; this will be lodged in the safe in the house and maintained as an imprest account.
2.8 The cash is kept in an Imprest Account in the safe in the house. A maximum of £300 per person (including other currencies) will be maintained and re-instated as required.
2.9 Cash for personal expenses is requested via pro forma, withdrawn from the Bank, and received and signed for in the house by the Service User (if appropriate) and two authorised staff members.

2.10 One safe should not contain more than £1000, as per insurance, and access to the safe containing money is by authorised persons only. A list of these persons is kept in the House.

2.11 For minor expenditure less than £30 it will be sufficient for two members of staff to sign the cash withdrawal sheet in the safe and not to make out the separate consent/authorisation of expenditure form.

2.12 As a guideline, £30 per week to a maximum of £120 per month is made available if needed, to provide for personal spending in order to promote independence and empowerment.

2.13 Residents are to obtain receipts in accordance with their Financial Management Support Plan. Larger items and expenditure exceeding £100 per month must be receipted.

2.14 The greater part of Service Users’ money can be retained centrally in the house if necessary for their own protection.

2.15 A complete record (Template 5) shall be kept of all monies held in the ‘Imprest Cash Account’ in the house and individual balances reconciled to the total each week. (Template 6).

2.16 Arrangements for the reconciliation of Service User accounts against bank statements and the amount held in the House should be agreed with the Service User and carried out monthly.

2.17 Income due as per the Financial Agreement to be checked by the Finance Office and a schedule signed off by the Registered Person confirming its receipt.

3.0 Responsibilities

3.1 Staff are responsible for the day-to-day transactions and records.

3.2 The Registered Manager shall ensure that the procedures set out above are followed.

3.3 The Finance Manager shall do monthly reconciliations and checks on the receipt of income due, and sign them off.

3.4 Any poor practice, financial irregularities or suspected fraud are to be reported immediately to the Finance Department and Registered Manager and followed up according to the relevant policies and procedures.

3.5 If corrections are required to any records these should be evidenced by two members of staff and a reason for the correction noted beside it.

3.6 Client accounts are audited annually by Chartered Accountants and an internal audit is undertaken every three years by appointed Chartered Accountants.
1.0 Policy
1.1 A safe is provided in Camphill Community Clanabogan for the safekeeping of cash and valuables.
1.2 The cash shall be maintained as an imprest account (petty cash) for the purchase of toiletries and other personal expenditure with a maximum of £300 per person including other currencies which is re-instated as required. One safe should not contain more than £1000, as per insurance, and access to the safe containing money is by designated home coordinator and one to two other authorised staff.
1.3 Cash may also be withdrawn from bank accounts for specific larger items of expenditure that have been duly authorised but should be held in Camphill Community Clanabogan's office safe until the purchase has been made; any balance can be lodged back to the bank account or placed in the safe if this does not cause the maximum to be exceeded.

2.0 Procedure
2.1 The keys/code to the safe shall be held and signed for by nominated authorised members of staff.
2.2 An up-to-date list of those authorised to hold the keys/code is kept in the office and countersigned by the Registered Manager (Template 4).
2.3 Cash lodged:
   - The amount lodged is recorded on Personal Allowance Form and is completed and signed by a key/code holder and countersigned by a member of staff
   - Cash/cheques received for benefit of Service User shall be acknowledged by giving/sending out a receipt (copy to be retained in receipt book).
2.4 Cash is withdrawn from the safe for sundry expenditure up to £30 per week as required and signed by the Service User and two members of authorised staff.
2.5 All Service users are provided with a lockable facility to store their cash or valuables. Valuables can also be lodged and withdrawn from the lockable safe using the form and procedure as for cash; a broad description of the item included on the form (use terms such as yellow metal for gold and white stone for diamond).
2.6 See policy and procedure CCC F/011 below for periodic checking and reconciling of cash and valuables held in the safe.
2.7 If corrections are required to any of the forms or records, these should be countersigned by two members of staff and a reason for the correction noted beside it.

3.0 Responsibilities
3.1 All staff are responsible for carrying out these procedures and for keeping the records required.
3.2 The Registered Manager has an over-arching responsibility for ensuring that the procedures are followed.
Title of Policy/Procedure Number | Recovery of Expenditure in Supporting Service Users
---|---
Issue Date | May 2014
Ratified by | Registered Person: M Sturm
Evidence Base | Contract with Referring HSC Trust Minimum Care Standards 2011: 4.1, 4.2
Review Date | May 2015

1.0 Policy
Service Users are supported to choose what activities, events or outings they wish to participate in. Their choice must be respected at all times and any awareness or suspicion of coercion will be dealt with in accordance with Safeguarding Policy. Chosen activities are supported by Risk Assessments as necessary and are budgeted for appropriately.
Supported living does not provide funding for day and work opportunities, activities and holidays for Service Users. This means that arrangements have to be made for Service Users to meet these costs including staff support and transport from their personal monies.

2.0 Procedures
2.1 The cost of activities, events and outings can include admission/booking fees, meals, drinks and snacks, incidentals, travel, and accommodation for holidays.
2.2 If a Service User wishes to participate in an activity that requires staff support, they are expected to pay any additional costs that they incur to accompany them. If two or more Service Users are accompanied by one staff member the staff cost is divided equally.
2.3 Staff member’s food costs should normally not exceed £10.00 when the trip involves a meal. When a Service User is supported to go out for tea or coffee the staff costs should not exceed £5.00. Staff cost for food and drink should not exceed the cost incurred by the Service User.
2.4 Occasionally a Service User may choose to go out for a more expensive meal and want the staff member to eat with them. The costs involved are permitted as a reasonable expense when the Service User has demonstrated choice and when it is occasional as opposed to a regular expense.
2.5 At all times Service Users only pay for those expenses incurred by staff required to support them for the specific activity or trip. In situations where staff/volunteers take part in an activity or trip out of choice, but are not there to provide support, it is the personal expense of the staff member or a business cost.
2.6 As a general principle the cost for activities, transport or accommodation should be relative to that of the individual Service User
i.e. staying in the same type of accommodation, flying in the same class etc.

2.7 Staff are expected to obtain concessions on entrance fees whenever possible to reduce the cost to the Service User.

2.8 Management reserves the right not to reimburse staff for any expenses that have not been authorised prior to the activity.

2.9 Staff must not use personal loyalty cards, or make any other financial gain or benefit from supporting someone with their money or when using the Charity’s money.

2.10 Staff should only incur the minimum or reasonable costs – for example a similar meal to those being eaten by the Service Users.

2.11 Service Users should have the costs of the activity including the costs associated with staff support explained to them in advance so that they may make an informed choice about the matter.

2.12 When it is necessary to make a group booking or purchase items for a number of Service Users at the same time, such as tickets to a concert or flight tickets, a Company Credit Card can be used by support staff and the individual Service User will be invoiced and charged by the community through the Finance Office. There should be a clear audit trail through receipts and invoices. Service Users should not pay for other Service Users and then be reimbursed.

2.13 Service Users should be advised that they are not permitted to lend to or borrow from each other.

2.14 All proposed expenditure should be covered by the service user’s available funds; if there are insufficient funds to meet desired expenditure, the Registered Person shall decide how this is to be resolved.

3.0 Contribution to Household Bills

3.1 Service Users pay for day-to-day personal expenses including personal items, transport and trips, entertainment and holidays from their own income.

3.2 As an Intentional Community, Service Users, Co-workers, their children and volunteers share all aspects of their lives together; Camphill Community Clanabogan pays all utility and food bills.

3.3 A monthly charge is calculated on a forecast/historical basis to recover these shared costs. This is paid to Camphill Community Clanabogan by standing order from the Client Account/Individual’s Bank Account.

3.4 The actual food and utility costs are identified annually and a balancing charge or repayment is made to the Service User as necessary.

3.5 The actual costs of transport are calculated and charged to the Service User monthly in accordance with the Transport Scheme (CCC F013) for those who have opted in to the scheme.

3.6 Staff must ensure that no additional costs are incurred in the use of their facilities and possessions unless explicitly agreed by the Service User and recorded in the Financial Management Support Plans.

3.7 Telephone calls not directly related to supporting Service Users should not be made on Service Users’ personal phones.

3.8 Service User’s personal property is covered by Camphill Community Clanabogan’s insurance.
4.0 Responsibilities

4.1 All staff are responsible for ensuring that unnecessary costs are not incurred by Service Users, and support them to make value for money decisions.

4.2 Camphill Community Clanabogan takes a serious view of the mismanagement, inappropriate handling or spending of Service Users’ monies; legal advice will be taken in relation to any irregularities and disciplinary action may result if warranted.

4.3 The Registered Manager is responsible for identifying the additional costs of activities, consulting with Service Users and arranging for reimbursement to Camphill Community Clanabogan as necessary.

4.4 The Registered Manager is responsible for checking the balancing amounts calculated by the Finance Department annually for the utility and food bills.
1.0 Policy
Significant property brought with a Service User on admission or purchased by or for the service user is to be logged and recorded.

2.0 Procedure
2.1 All significant purchases are recorded on a property receipt form and a copy is filed in the service user’s file. (Template 10)
2.2 A significant purchase is defined as any item costing more than £100 with an expected life of at least one year.
2.3 A record is kept for the Service User by Camphill Community Clanabogan of any significant property, possessions and furniture brought into Camphill Community Clanabogan, and that acquired or disposed of by/for the Service User.
2.4 The inventory records a description of the item together with model, make and reference numbers if any.
2.5 If corrections are required to any of the forms or records, these should be countersigned by two members of staff and a reason for the correction noted beside it.

3.0 Loss or Damage
Items lost or damaged should be recorded in the Service User’s file. Where appropriate the Service User’s representative is to be informed.

4.0 Insurance
4.1 Service Users’ personal possessions are covered by Camphill Community Clanabogan’s insurance.

5.0 Responsibilities
5.1 Each entry is to be recorded by one member of staff and witnessed and initialled by a second member of staff.

5.3 If corrections are required to any of the forms or records, these should be evidenced by two members of staff and a reason for the correction noted.
1.0 Policy
When cash, valuables and property are held by Camphill Community Clanabogan for safekeeping and the Service User leaves Camphill Community Clanabogan or is deceased these items are only released if certain conditions are satisfied.

2.0 Procedure

2.1 The Service User’s personal belongings should be itemised, recorded and signed for by the next of kin.

2.2 The Service User’s monies and valuables held in Camphill Community Clanabogan less than £5,000 can be released to the family/next-of-kin. A form of indemnity (see template 11) should be completed by the person receiving the money, dated and witnessed. The original should be retained in Camphill Community Clanabogan and a copy given to the next of kin.

2.3 Alternatively, if there is any doubt about the proper recipient of the monies and valuables, they should be given to the referring Trust’s Social Worker for disposal.

2.3 If the amount is greater than £5,000, probate or a letter of administration must be produced before any property or money can be released. All property must be retained in Camphill Community Clanabogan until this is produced. A copy of the letter of administration/probate will be kept in Camphill Community Clanabogan for any future audits or review.

3.0 Responsibilities
The Registered Manager is responsible for managing this process and keeping the appropriate records.
1.0 Policy

1.1 It is important for Service Users to have appropriate arrangements for transport to and from personal commitments such as social outings, holidays and medical or dental appointments.

1.2 The transport scheme should charge Service Users for its use and be operated in a way that is fair, transparent and proportionate to the needs of the Service Users.

1.3 The needs and resources of individual Service Users should be assessed to determine the appropriate transport provision for them.

1.4 Complete and up-to-date records of the arrangements, agreements and financial transactions associated with the scheme are to be maintained.

1.5 Costs should be justifiable, fully recorded and supported by receipts; only the direct fixed costs, running costs and staff costs shall be chargeable to the scheme.

1.6 The scheme should be reviewed at least every three years through a value for money exercise to ensure that it continues to meet the needs of Service Users at a reasonable cost.

2.0 Procedure

Needs of Service Users

2.1 The transport needs of individual Service Users are to be assessed and quantified to establish what provision is required; this is to be undertaken by discussion with the Service User and/or representative (if the Service User has not got the capacity to do so and has no representative, the Social Worker should be asked to be the other party to the discussion).

2.2 The financial resources of Service Users are to be taken into account to ensure that any arrangements are affordable.

2.3 The appropriate form of transport provision for each service user is to be considered including:

- Transport provided by family members;
- Use of public transport, including buses, trains, ferries and planes;
- Private taxis;
- Leasing of a Motability vehicle.
- A transport scheme with vehicles provided by Camphill Community Clanabogan.

2.4 An appropriate, cost-effective form of transport is to be offered to each Service User.
A specific provision for opting in or out of the transport scheme is included in the individual Transport Agreement. (Template 14)

When a Service User chooses to opt out, the alternative arrangements, including the basis for any charges, are set out in the agreement.

Service Users are encouraged and supported to apply for bus passes which enables them to travel for free on all local bus services in Northern Ireland and possibly the Republic of Ireland. When a Service User has been risk assessed as needing regular and on-going support to travel by bus the Service User is supported to get a ‘companion pass’ which enables the person supporting them to also travel for free. Service Users are not usually required therefore to pay bus fares for engaged staff.

Transport Scheme

The provider operates a transport scheme using the following vehicles:
- VW Touran x 1
- VW Caddy x 1
- VW 9 Seater x 3
- VW 15 Seater x 1

There are also additional vehicles available for use if needed.

The number and type of vehicles is determined based on the combined, affordable needs of individual Service Users for whom other transport arrangements are not suitable and by community transport needs.

The provider must ensure that:
- Vehicles are roadworthy;
- Vehicle registration, road tax, insurance and any MOT certificates are up to date;
- Drivers and passengers are properly insured against loss, damage and personal injury;
- Any necessary specialised equipment (such as wheelchair hoists) are provided;
- Any special cleaning or repairs necessitated by the needs or behaviour of Service Users is carried out and the costs identified.

Costing of the Transport Scheme

The scheme is to be costed annually using only the applicable direct costs associated with providing transport; the source and basis of each cost is described.

The identified costs would include:
- Leasing charges or depreciation;
- Insurance;
- Fuel;
- Parking and toll road fees if incurred;
- Cleaning or repairs to vehicles caused by the needs or behaviour of Service Users;
- Staff.

Depreciation, maintenance, MOT costs and road tax are added if they are not incorporated in the leasing charges.
2.14 The actual expenditure for each vehicle on the above items is identified from the accounts and an audit trail provided including supporting documentation such as invoices and receipts.

2.15 No element of profit is to be included in the charging for transport.

Cost per Vehicle Mile
2.16 At the beginning of each financial year a rate per vehicle mile is calculated for the coming year using the costs recorded for the previous year divided by the actual miles recorded for that year for each vehicle; this is reviewed and countersigned by the Registered Person.

2.17 At the year end, the rate per vehicle mile is recalculated using the actual vehicle costs and mileage for the preceding year; this is then applied to the passenger miles for each Service User.

2.18 A schedule of adjustments is prepared showing the over/underpayments to be repaid/charged to each Service User which is checked and signed off by the Registered Person.

2.19 The revised rate per vehicle mile and the year-end adjustments are notified to the service user and/or representative at the commencement of each financial year.

Staff Costs
2.20 A protocol is to be used which determines if a driver, escorts/supervisory staff are required over and above those co-workers at Camphill Clanabogan Community for whom there is no additional cost (see Appendix I).

2.21 Any additional costs shall be re-charged using the cost per hour (including employer’s costs) for the actual hours used.

Charges
2.22 The miles travelled for each journey, the names of Service Users who are passengers in the vehicle and the staff are recorded in a log by the driver and countersigned by another member of staff. This also includes errands done on behalf of a Service User, e.g. collection of medication.

2.23 The miles travelled are divided by the number of Service Users on each journey: these are the ‘passenger miles’ for each Service User (as distinct from the ‘vehicle miles’); i.e. a journey of 25 miles with 5 Service Users is charged as 5 passenger miles each.

2.24 The passenger miles for each Service User are charged at the vehicle rate per mile.

2.25 Any additional staff costs are either charged to an individual Service User if the staff member is present to look after that one individual or shared equally among all the residents if looking after a group.

2.26 A separate calculation is to be made of the charges for transporting residents when on holiday together with the rationale for them and appropriate records are to be retained.

2.27 Business miles not associated with Service User transport are similarly recorded; business journeys are, in effect, treated as a single
‘passenger’ and the costs thereby excluded from the charges to Service Users.

Consent to the Arrangements

2.28 Each Service User shall be provided with a copy of any new or revised transport policy and procedure (it shall also be sent to referring HSC Trusts) and have the arrangements explained to them and/or their representative and will be asked to participate in or opt out of the scheme; agreement to participate or opt out is to be noted in the Individual Service Agreement and the associated Financial Management Care Plan.

2.29 If a Service User wishes to opt out of the scheme, alternative arrangements for transport (such as the use of taxis, leasing of a Motability vehicle or the provision by family and friends) should be agreed and noted on the individual Service User Agreement and Financial Management Care Plan.

Value for Money Exercise

2.30 In order to ensure that the optimum scheme is in place and only reasonable costs are charged to it, a value for money exercise shall be carried out at least every three years.

2.31 The first requirement is to assess the Service Users needs and to identify what kind of provision is needed e.g. availability 7 days a week for routine trips and spontaneous decisions to go on trips and outings or only occasional ad hoc need; this will guide decisions about purchase, contract hire, a taxi contract or use of taxis on demand.

2.32 The numbers of residents and escorts to be conveyed at any one time and the numbers of simultaneous journeys will determine the numbers and types of vehicles needed; an estimate of the annual mileage should be made.

2.33 Armed with the information about need and availability several companies specialising in hire and leasing of vehicles and provision of taxi services should be approached to discuss the options available and then to submit quotations.

2.34 The quotations should be evaluated and the optimal, best value solution should be adopted as part of a consultation exercise with service users, representatives and HSC Trust representative.

Road Traffic Accidents

2.35 A copy of the procedure to be followed by the driver and escort staff in the event of a road traffic accident is to be kept in each vehicle and staff reminded of it regularly; staff should ensure that Service Users are taken to a safe place, continue to be supervised, and the police and ambulance service called as necessary – the first duty of staff is to safeguard the Service Users and they must not allow themselves to be distracted from it.
Records

2.36 Complete and up-to-date records are to be maintained for the administration of the transport scheme.

2.37 These shall comprise:
- The lease hire agreement;
- Insurance cover, relevant vehicle registration documentation and copies of driving licences;
- Vehicle logs recording journeys undertaken by Service Users with purpose, names, dates, miles travelled, duration and names of accompanying staff;
- Record of the direct costs attributable to the transport scheme with supporting invoices, receipts and other documentation;
- The calculations of the rate per vehicle mile and the re-calculation at the year-end together with the adjustments arising from the exercise;
- The duly authorised calculation of the charges made to Service Users;
- The rationale, calculations and charges made for transporting service users while on holiday;
- Records of the ‘Value for Money’ reviews;

2.38 If corrections are required to any of the forms or records, these should be countersigned by two members of staff and a reason for the correction noted beside it.

3.0 Use of Motability Cars

3.1 Service Users in possession of motability cars may make financial arrangements for their use with other Service Users.

3.2 These should be permitted providing informed consent may be given by those concerned and a note should be made on their Financial Management Care Plans.

3.3 Staff may advise if there is concern that the arrangement is disadvantageous to a Service User and seek agreement to an alteration of it.

4.0 Responsibilities

4.1 The Registered Person is to ensure that the agreement of all participating Service Users is given and recorded in their Individual Service User Agreement.

4.2 The Registered Manager is responsible for recording the passenger miles for each Service User.

4.3 The Finance Manager is responsible for calculating the costs and charges for the scheme which are reviewed and approved by the Registered Person.

4.4 If corrections are required to any of the forms or records, these should be evidenced by two members of staff and a reason for the correction noted beside it.
TRANSPORT SCHEME

PROTOCOL FOR THE USE OF ESCORT STAFF

When Escorts Are To Be Provided

An assessment of the need for supervision of each resident is to be carried out, agreed with the Social Worker and recorded in their personal files. If a resident has been assessed as having the need for 1:1 supervision arising from a medical or psychological condition, this requirement is to be met at all times.

Journeys that occur regularly with the same group of residents should be the subject of a risk assessment to determine the level of supervision required. This should be shared with the Social Worker and endorsed if acceptable. This is recorded and thereafter all such journeys should be provided with the agreed level of supervision without the need for further risk assessments on each occasion. Such journeys are to be re-assessed from time to time and the outcomes shared with the Social Worker.

Journeys that are not regular and do not always have the same group of residents as passengers are to be assessed and the level of supervision determined and recorded for each occasion. The kinds of factors that should be considered are:

- The number of passengers and requirement for supervision in the event of a road accident. For example:
  - If there are to be two passengers who both use wheelchairs but are not assessed as needing 1:1 supervision at all times, then it would be necessary to have a supervisor in addition to the driver to enable both passengers to be taken to a safe place with all due speed (it would not be reasonable for the driver to take one resident while leaving the other at the scene of the accident).
  - The numbers of passengers in the vehicle, regardless of their assessed individual needs, would mean that supervision should be provided to ensure safety; as a guide (in addition to the driver):
    - Three or more passengers in a vehicle - one escort;
    - Seven or more passengers in a vehicle - two escorts.

- The nature of the location and activity:
  If residents are going to open, outdoor or crowded locations such as country/forest parks or National Trust properties and grounds where the driver has to remain with the vehicle and where they might get separated and lost, then a guide would be:
    - Less than three passengers - one escort;
    - Between three and seven passengers - two escorts; and
    - One more escort for up to an additional four passengers.

NB: Every non-routine journey is likely to be different and there can be no absolute rules or guidelines about supervision - each journey or outing must be assessed on its merits. In each case a brief narrative giving the factors affecting it and the reasons for the decision reached should be recorded.
Ultimately it is a matter of judgement in which the safety and welfare of residents is paramount and should not be put at risk. The Social Worker should be consulted if there are doubts about the general operation of this policy on supervision using actual recent cases as examples for consideration.

Non-routine journeys are to be assessed by the manager or senior care staff prior to departure and preferably the day before the journey takes place so that additional staff may be called in as necessary.

**Need for Additional Staff and Charging**
Staff on duty should be used as escorts unless to do so would bring the staffing levels down below the minimum needed for the remaining residents. If staff on duty can be used, there is no additional cost and there would be no charge to residents.
<table>
<thead>
<tr>
<th>Title of Policy/Procedure</th>
<th>Monitoring of Service Users’ Income and Expenditure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>CCC F 014</td>
</tr>
<tr>
<td>Issue Date</td>
<td>May 2014</td>
</tr>
<tr>
<td>Ratified by</td>
<td>Registered Person: M Sturm</td>
</tr>
<tr>
<td>Evidence Base</td>
<td>DHSSPS Circular HSS (F) 57/2009</td>
</tr>
<tr>
<td>Review Date</td>
<td>May 2015</td>
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</tbody>
</table>

1.0 Policy
1.1 Service Users’ income and expenditure shall be monitored so as to identify any significant changes in trends which might indicate failures in record-keeping, potential financial irregularities or fraud.
1.2 The monitoring information shall be made available to referring HSC Trusts as required.

2.0 Procedure
2.1 A schedule should be prepared each month by the Finance Department showing the income and expenditure for each Service User; this should be compared with previous periods to identify any unusual items or changes in the trends.
2.2 This shall be reviewed and any significant changes investigated.
2.3 Periodic audits will be conducted by Camphill Community Clanabogan.
2.4 Indications of financial irregularities or fraud will be reported immediately to the referring HSC Trust.
2.5 When Camphill Community Clanabogan holds funds on behalf of a service user, if the balance exceeds £5,000 it shall be reported to the referring HSC Trust annually.

3.0 Responsibilities
3.1 The Finance Manager shall produce the schedule, review it and investigate any significant changes.
3.2 The Finance Manager shall prepare a monthly report which will be provided to the Registered Person/Management Council who shall review and initial it.
3.3 The Registered Person shall arrange and review periodic audits of Service Users’ monies.
3.4 Any indications of financial irregularities or fraud shall be reported to the Registered Person and then to the HSC Trust if appropriate.
3.5 As part of the annual review, the Finance Manager shall list balances exceeding £5,000 for Service Users’ funds held by Camphill Community Clanabogan which shall be reported to the referring HSC Trust annually by the Registered Person.
1.0 Policy
Camphill Community Clanabogan shall retain all records required to be kept under the Regulations for a period of eight years.

2.0 Procedure
2.1 No records shall be removed or destroyed without the written authorisation of the Registered Person.
2.2 Annually a physical check on records will be undertaken and those over eight years old shall be identified and set to one side.
2.3 The Registered Manager shall review the records set to one side and label them for destruction if they are more than eight years old and do not have to be retained for any purpose.
2.4 Arrangements shall be made for secure and confidential removal and destruction of records as required.

3.0 Responsibilities
3.1 The Registered Manager shall be responsible for retaining and reviewing records
3.2 The Registered Person shall be responsible for evidencing the checks and for authorising removal and destruction as necessary.
1.0 **Policy**
It is essential that staff who are responsible for operating the Service Users’ monies policies and procedures understand them, know what is required and are kept up to date.

2.0 **Procedure**
2.1 Care and finance staff who are involved in managing Service Users’ monies shall be fully trained in their duties as part of the induction process.
2.2 These staff shall be given refresher training as necessary.
2.3 They shall be given training in any revised or new procedures when they are introduced.
2.4 Staff shall sign the training record and date it when they receive training in these procedures.

3.0 **Responsibilities**
Registered Managers are responsible for:
- Ensuring that all staff receive appropriate training
- Training records are maintained up-to-date.
1.0 Policy

This policy is designed to ensure that the holiday arrangements for service users are carefully planned and documented so that they are:

- Appropriate for them;
- Safe;
- At reasonable cost;
- Affordable for each individual;
- Subject to the informed choice and consent of each service user as far as that is possible; and,
- Approved by relatives/representative and Care Management.

2.0 Procedure – Proposed Holiday

2.1 A proposed holiday should be described in broad terms in writing so that all stakeholders will know what is involved.

2.2 A choice of holidays may be possible or alternatives such as day trips and outings may be offered.

2.3 Service users/relatives/representatives should be asked to express an interest in one or more of the options so as to establish possible numbers for each one (providing costs and affordability make them viable).

   N.B. Costs can only be established once outline choices and numbers are known.

3.0 Procedure – Known Costs

3.1 Written estimates for a package of accommodation and meals should be obtained from providers – the most suitable and cost effective one should be chosen.

3.2 Staffing requirements should be established based on the care needs of individual service users and the group in the circumstances of the
holiday transport, accommodation and trips/outings (see Staff Protocol – Appendix I to Transport Policy RM013 as a guide).

3.3 The hours of work and other factors such as on-call allowance at night should be identified for the staff numbers and grades of staff required.

3.4 The staffing needs of the homes allowing for the reduced numbers of service users while some are away on holiday should be assessed and documented; any reduction from the normal staffing levels should be quantified in hours for each grade of staff.

3.5 The additional staffing costs less any off-setting reduced cost at the homes should be calculated.

3.6 The additional staffing needs and costs should be discussed with Care Management and approval of them obtained in writing.

3.7 An analysis of the known costs of the holiday should be set out in total and on a per capita basis for the numbers on which they are based.

4.0 Procedure – Estimated Costs

4.1 Costs that have to be estimated are all those that are variable in nature and cannot be agreed with a provider in advance; these include transport, outings, meals outside the holiday accommodation (for both service users and staff accompanying them), and spending money for service users.

4.2 The approach should be as follows:

- **Transport** – the mileages for travel to and back from the holiday destination should be calculated and additional miles estimated on the basis of trips and outings that may be done; the miles are then divided by the number of service users and the mileage rate applied as determined for the transport scheme (these calculations should be clearly documented with accompanying explanatory narrative);
- **Staffing** costs for trips – these will be covered by the overall staffing costs for the holiday;
- **Trips and outings** – a list of possible additional events should be drawn up and the additional costs of these (such as entry charges or tickets) should be established as far as possible and documented;
- **Meals** – if it is known that meals will be taken outside those included in the holiday known or fixed costs, these should be listed and the likely costs of both service users’ and staff meals estimated;
- **Personal Spending** – this is for sundry items such as ice creams, drinks and sweets together with any other items service users are likely to want and buy individually; estimates for each service user based on the duration of the holiday and the sorts of trips that will be undertaken as well as previous experience of such holidays; an overall average should be calculated as a guide with the calculations being documented; and,
- **Other additional costs** over and above the basic cost of the holiday should be identified and documented.
5.0 Total Cost of Holiday

5.1 The total costs of the holiday should be itemised in a statement showing the known and estimated elements.

5.2 The provider may decide that in the interests of service users the holiday is to be subsidised and the charges for it capped at a level less than the actual costs; this should be stated in writing.

6.0 Procedure – Consent and Approval

6.1 Once the likely costs are known, it is essential that all stakeholders are fully consulted and approval is obtained for a service user to take the holiday prior to it being booked.

6.2 Affordability of the holiday should be checked and documented for each service user so that it is clear there are sufficient funds available for the holiday and also routine or any other anticipated expenditure in the course of the year up to the next holiday.

6.3 Having established affordability, the service user should be consulted as to the options for a holiday - the arrangements should be explained and consent obtained as far as that is possible; a relative or representative should be involved in this process whenever that is feasible and the discussion fully documented.

6.4 If the service user and relative/representative agree to the holiday, the arrangements and costs should be discussed with the Care Manager and the relative/representative so that the Care Manager may provide written approval for the holiday to be taken.

6.5 It should be pointed out that, once agreement to take the holiday has been given, the known or fixed costs will have to be met by the service user as otherwise they would fall on other service users.

7.0 Charging for the Holiday

7.1 The receipts for all the costs of the holiday should be retained together with the net additional staff costs as evidenced by the payroll.

7.2 These should be set out in the form of a statement for each service user as the basis for a charge to be made to the personal monies account – transport costs should be dealt with as provided in the transport policy and procedure.

7.3 When charges are capped this statement should be provided so that it can be seen that the actual costs were, in fact, greater than the capped charge.

8.0 Safety and Administrative Arrangements

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8.1 Prior to the holiday taking place, written procedures should be drafted informing staff of their duties and responsibilities in relation to all aspects of the holiday.

8.2 These should be sent to the relevant Care Managers for information.

9.0 Responsibilities

9.1 All staff are responsible for ensuring that they carry out their duties and responsibilities in relation to the holiday.

9.2 The Registered Manager is responsible for establishing the arrangements for the holiday, costing them and obtaining the approval of service users/relatives/representatives and Care Managers for them.

9.3 The Registered Manager is responsible for the conduct of the holiday or for ensuring that an appropriate member of staff is given delegated authority in writing for the conduct of all aspects of the holiday.

9.4 The Registered Person is responsible for ensuring that the appropriate arrangements have been made prior to the holiday in accordance with this policy and procedure.
FINANCIAL TEMPLATES
FINANCIAL SUPPORT ASSESSMENT AND MANAGEMENT PLAN

NAME:  D.O.B.:

**FINANCIAL SUPPORT ASSESSMENT**

For each section determine which level you think best describes the person’s ability. The outcome of this assessment in conjunction with the Capacity Assessment will inform the Financial Management Support Plan.

<table>
<thead>
<tr>
<th>NUMERACY SKILLS</th>
<th>LEVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Has no numeracy skills and cannot count.</td>
</tr>
<tr>
<td>Level 2</td>
<td>Has some numeracy skills but no understanding of the concept of money, e.g. does not recognise the different values of coins and notes.</td>
</tr>
<tr>
<td>Level 3</td>
<td>Can count money in coins and notes to the value of around £20.</td>
</tr>
<tr>
<td>Level 4</td>
<td>Performs basic additions and subtractions using coins and notes.</td>
</tr>
<tr>
<td>Level 5</td>
<td>Can perform all calculations necessary for dealing with own finances and can perform them in practical situations, e.g. whilst out shopping.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNDERSTANDING THE VALUE OF MONEY</th>
<th>LEVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Has no awareness of the value of money, e.g. does not understand that it is used to buy things.</td>
</tr>
<tr>
<td>Level 2</td>
<td>Understands that money may be used to buy things but has no understanding of how much money is worth in terms of purchasing individual goods or services.</td>
</tr>
<tr>
<td>Level 3</td>
<td>Can tell the difference between expensive and inexpensive goods when out shopping.</td>
</tr>
<tr>
<td>Level 4</td>
<td>Can relate the costs of goods and services to the amount that needs to be paid in money.</td>
</tr>
<tr>
<td>Level 5</td>
<td>Fully understands the importance and value of money.</td>
</tr>
<tr>
<td>Level</td>
<td>BUDGETING</td>
</tr>
<tr>
<td>-------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Level 1</td>
<td>Does not understand the need or the process of budgeting.</td>
</tr>
<tr>
<td>Level 2</td>
<td>Understands that some things may cost more than others but does not have ability to plan for this.</td>
</tr>
<tr>
<td>Level 3</td>
<td>Understands the need to prioritise purchases, e.g. pay for tangibles such as rent, heat and light before buying luxury or fun items.</td>
</tr>
<tr>
<td>Level 4</td>
<td>Has the ability to plan expenditure and save money for high cost purchases.</td>
</tr>
<tr>
<td>Level 5</td>
<td>Can monitor and adjust spending as necessary.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level</th>
<th>DOCUMENTS AND AUTHORISING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Is unable to sign own name.</td>
</tr>
<tr>
<td>Level 2</td>
<td>Can sign own name but is unable to read or fully comprehend what she is signing for.</td>
</tr>
<tr>
<td>Level 3</td>
<td>Has a legible and consistent signature and can read but may not understand the concepts involved.</td>
</tr>
<tr>
<td>Level 4</td>
<td>Understands what benefits she is on and how much money she receives.</td>
</tr>
<tr>
<td>Level 5</td>
<td>Is able to fill in own benefit forms and manage correspondence in relation to this, e.g. inform relevant agencies of any changes to their circumstances.</td>
</tr>
<tr>
<td>BANKING</td>
<td>LEVEL</td>
</tr>
<tr>
<td>---------------------------------</td>
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</tr>
<tr>
<td><strong>Level 1</strong></td>
<td>Has no concept of banking and that items such as credit cards/cheques etc. may have financial value. Has no concept of debt.</td>
</tr>
<tr>
<td><strong>Level 2</strong></td>
<td>Has basic knowledge of ‘abstract’ monies, e.g. knows that her money may be kept in a bank account but is unaware of the basic systems used to withdraw or lodge cash and has no awareness of personal funds/benefit amounts due to or owed to them. Would not be able to use and remember PIN.</td>
</tr>
<tr>
<td><strong>Level 3</strong></td>
<td>Understands the systems used for accounts withdrawals etc. and can relate bank statements to real money value, but would not recognise discrepancies in forms/systems/procedures and understand the consequence of debt.</td>
</tr>
<tr>
<td><strong>Level 4</strong></td>
<td>Has a degree of knowledge of banking systems/procedures and understands the consequences of debt. Would recognise and be able to communicate some discrepancies within the abstract money systems relevant to them.</td>
</tr>
<tr>
<td><strong>Level 5</strong></td>
<td>Has full understanding of the banking systems, benefits, consequences of debt, loans, overdrafts etc. Would recognise discrepancies in these systems and would be able to communicate this information to the relevant parties.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>SAFEGUARDING</th>
<th>LEVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1</strong></td>
<td>Would not understand or be able to communicate if financial abuse was taking place and/or may give away money or property impulsively and/or there is a previous history of financial abuse.</td>
</tr>
<tr>
<td><strong>Level 2</strong></td>
<td>Would be easily persuaded or manipulated into parting with money or goods and/or has given lavish presents to others in the past and/or has a history of buying expensive or inappropriate items.</td>
</tr>
<tr>
<td><strong>Level 3</strong></td>
<td>Understands that other people may want to take her money away from them and so shows some evidence of protecting her money.</td>
</tr>
<tr>
<td><strong>Level 4</strong></td>
<td>Takes steps toward protecting her money and would know and be able to communicate if she was the target of financial abuse.</td>
</tr>
<tr>
<td><strong>Level 5</strong></td>
<td>Protects her finances and property from abuse.</td>
</tr>
</tbody>
</table>
FINANCIAL MANAGEMENT SUPPORT PLAN

Following the completion of the Financial Support Assessment it is the consensus of the Multi-Disciplinary Team that due to her disability _______ requires support to manage her financial affairs. As a result a Financial Management Support Plan has been agreed to prevent and reduce the risk of financial abuse and to enable ______ to make appropriate decisions and handle her own monies to the greatest extent of which she is capable.

1. It has been agreed that Camphill Community Clanabogan will act as Corporate Appointee for __________. Claire Edgar and Scotti Smith are the designated signatories for the Corporate Appointeeship.
   
   Appointeeship responsibilities relate to Social Security benefits only and this includes:
   • Completing claim and renewal forms;
   • Receiving and collecting benefits – these will be in the name of the appointee; the money must be used for the welfare of the claimant;
   • Dealing with any correspondence about the benefits;
   • Reporting any changes in the claimant’s circumstances;
   • Repaying any overpayment of benefits.

2. All benefits received will be paid into Camphill Community Clanabogan Client Account, in _______ name.

3. The current monthly charges for household expenses, social and cultural activities and transport will be deducted from his Client Account.

4. Balancing charges/payments will be made monthly to reflect the actual costs of household and cultural expenses and transport.

5. The Finance Officer completes an independent reconciliation of the Client Account on a monthly basis.

6. An individual account for _________ is being pursued; this is being done in consultation with ______, her Home Co-ordinator, Social Worker and a representative from the Bank of Ireland.

7. ______ is in the process of learning to be more independent in dealing with her own money. It is agreed that she can carry up to £20 cash in her purse at any time and she is to encouraged to spend this on items she wishes to purchase. Obtaining receipts for the bulk of her spending money is encouraged.
8. Personal monies are kept in the house safe. This is used for personal requirements and expenses as needed. Any money received or withdrawn from the safe is recorded, dated and signed by two authorised staff along with ________.

9. It has been agreed that the money retained in the house safe for ________ must not exceed £300.00 including euros.

10. A member of staff accompanies ________ shopping and on social outings and encourages and supports ________ to make purchases e.g. handing over money and receiving change. Receipts are obtained for all such expenditure whenever possible.

11. Two authorised staff carry out a handover balance check of ________ monies held in the house safe at least weekly.

12. If monies are required to be withdrawn from her Client Account into the Imprest Account the relevant records are completed and signed by two authorised staff.

13. Annual financial planning and authorisation takes place at the PCP meeting with her family, her HSCT Social Worker, and Home Co-ordinator present. Any significant expenditure including holidays will be planned for, and authorised by the family, the Registered Manager and HSCT Social Worker as needed.

14. Consent and authorisation will be obtained from two authorised staff prior to purchasing single items of a value greater than £30 and less than £100. For items of a value greater than £100 consent and authorisation will be sought from one authorised staff member and a family representative or the Registered Manager. Appropriate records will be kept.

15. Any significant personal property owned by ________ will be documented on the appropriate form; this includes details of the item and its value and is signed by two authorised staff. Details of loss, damage or disposal are also recorded and signed for.
Signatures

Service User: ________________________________

Relative/Representative: ________________________________

Home Co-ordinator: ________________________________

CCC Registered Manager: ________________________________

HSCT Social Worker: ________________________________

Date completed: __________________________________

Date reviewed: __________________________________

Date reviewed: __________________________________

Date reviewed: __________________________________

Date reviewed: __________________________________

Date reviewed: __________________________________
CONSENT / AUTHORISATION FORM

This is to authorise the withdrawal of funds from the service user’s Client Account or from funds held in the safe as follows:

<table>
<thead>
<tr>
<th>Description of Item(s) to be purchased</th>
<th>£</th>
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<tr>
<td><strong>Total</strong></td>
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</tbody>
</table>

Name of Service User: ________________________________________________

Signature of Service User: ________________________________________________

Date: ______________

More than £30 and less than £100

Member of Staff   Member of Staff

Name: ___________________   Name: ___________________

Signed: ___________________   Signed: ___________________

More than £100

Registered Manager/Representative   Member of Staff

Name: ___________________   Name: ___________________

Signed: ___________________   Signed: ___________________

Actual cost per invoice(s) attached: £ ___________________

Balance returned to service user’s account/safe: £ ___________________

Expenditure posted to accounting record: £ ___________________

Evidenced

Registered Manager: ___________________

Date: ______________
Persons Authorised to act as an Appointee/ Agent or Representative

List of those who are authorised to act on behalf of the Corporate Appointees or those who are authorised to act as an Agent or Representative.

<table>
<thead>
<tr>
<th>Date</th>
<th>Name of person</th>
<th>Signature</th>
<th>Signature of Registered Manager</th>
<th>Date Discontinued</th>
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</table>
Safe Code / Key Holders

List of staff members who are authorised code / key holders for the safe in which residents’ monies and valuables are held.

Name of House: ____________________________

<table>
<thead>
<tr>
<th>Date Authorised</th>
<th>Name of Support Staff</th>
<th>Signature of Support Staff</th>
<th>Signature of Registered Manager</th>
<th>Date Discontinued</th>
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</table>
# Personal Allowance Recording Sheet

Name: ________________________________  
House: ______________________________

<table>
<thead>
<tr>
<th>Date</th>
<th>Deposit</th>
<th>Withdrawn</th>
<th>Expended</th>
<th>Returned</th>
<th>Balance</th>
<th>Comments</th>
<th>Resident’s signature</th>
<th>Staff signature</th>
<th>Staff signature</th>
</tr>
</thead>
</table>
# Personal Allowance Recording Sheet (Euros)

<table>
<thead>
<tr>
<th>Date</th>
<th>Deposit</th>
<th>Withdrawn</th>
<th>Expended</th>
<th>Returned</th>
<th>Balance</th>
<th>Comments</th>
<th>Resident’s signature</th>
<th>Staff Signature</th>
<th>Staff signature</th>
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</table>
Handover Balance Check

Balance check must be carried out routinely at least weekly by two authorised members of staff and also at any time there is a handover of key/code.

House: ____________________________

<table>
<thead>
<tr>
<th>Date</th>
<th>Balance Reconciled</th>
<th>Name</th>
<th>Signature</th>
<th>Name</th>
<th>Signature</th>
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<tbody>
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</table>
Annual Financial Review and Planning at PCP Meeting

Name: ____________________________________________

Current balance: £ __________________

Personal cash available per week: £ __________________

Financial review of past year

Regular expenditure (weekly, monthly or any regular intervals)

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Comments</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recreational activities</td>
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<tr>
<td>Social/Cultural activities</td>
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</table>

Extraordinary expenditure

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Comments</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holidays</td>
<td></td>
<td></td>
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<tr>
<td>Events</td>
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<tr>
<td>Major purchases</td>
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</tbody>
</table>
**Significant expenditure that was not anticipated**

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Comments</th>
<th>Amount</th>
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</table>

**Financial planning for coming year**

**Anticipated regular expenditure (weekly, monthly or any regular intervals)**

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Comments</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Educational activities</td>
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<tr>
<td>Recreational activities</td>
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<tr>
<td>Social/Cultural activities</td>
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</table>

**Anticipated extraordinary expenditure**

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Comments</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holidays</td>
<td></td>
<td></td>
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<tr>
<td>Events</td>
<td></td>
<td></td>
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<tr>
<td>Major purchases</td>
<td></td>
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</tbody>
</table>
Signatures

(Resident):

(Representative):

(Home Coordinator):

(CCC Manager):

(HSCT Social Worker):

Date completed:
Proposed Holiday/Conference/Educational Trip

Description of trip:
________________________________________

<table>
<thead>
<tr>
<th>Known Costs</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation (based on resident staff ratio)</td>
<td></td>
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<tr>
<td>Mileage cost (based on a mileage rate and split</td>
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<tr>
<td>between number of residents travelling together)</td>
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<tr>
<td>Other transport costs</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Estimated Costs</th>
<th>£</th>
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</thead>
<tbody>
<tr>
<td>Meals/snacks (based on resident staff ratio)</td>
<td></td>
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<tr>
<td>Personal Spending (daily amount x number of days)</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Holiday/Conference/Educational Trip Cost</th>
<th>£</th>
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<tbody>
<tr>
<td>Total known and estimated cost</td>
<td></td>
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</tbody>
</table>

I wish to avail of the holiday/conference/educational trip and agree to the costs associated with this as outlined above.

I am able to afford this cost based on my current balance and anticipated spending pattern over the next year.

I understand that on giving my agreement I accept responsibility for the known or fixed costs of this trip.

Insurance provides coverage for my trip.
Signatures

(Resident): __________________________

(Representative): __________________________

(Home Coordinator): __________________________

(CCC Manager): __________________________

(HSCT Social Worker): __________________________

Date completed: __________________________
Gift Recording Form

House: ______________________________

<table>
<thead>
<tr>
<th>Date</th>
<th>Name of Giver</th>
<th>Name of Recipient</th>
<th>Description of Gift</th>
<th>Estimated Value</th>
<th>Comments</th>
<th>Registered Manager’s Signature</th>
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</table>
Significant property or purchase is defined as anything valued at more than £100 with an expected life of over one year.

<table>
<thead>
<tr>
<th>Date</th>
<th>Property</th>
<th>Value</th>
<th>Make, Model, Ref No (if relevant)</th>
<th>Details of any loss, damage or disposal of property</th>
<th>Staff Signature</th>
<th>Staff Signature</th>
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FORM OF INDEMNITY

As the next of kin, I (insert name) declare that I am entitled to receive the personal belongings, monies and valuables of (insert Service User's name) itemised below:

Name: ___________________________________
Signed: ___________________________________  Date: ____________________

Name: __________________________  House: _____________________________________