

Helping people with their money

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## Background – why do we need a policy?

* 1. When we support people to manage their finances, we have a responsibility to: take a person centred approach*

promote independence and choice and develop and retain maximum control of their own finances*

make sure we charge people we support correctly safeguard people we support against financial abuse**

## Purpose and scope – what is the aim and who is it for?

* 1. This policy is designed to safeguard the people we support from financial abuse while also protecting staff.
  2. This policy is to be followed by all staff providing support, their managers, and others when and if they are involved with the finances of people we support.
  3. If staff are not clear about any aspect of this policy in practice, they are expected to raise it promptly with their manager.

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* 1. A failure to follow this policy may be considered under the relevant staff concerns procedure. Financial fraud, theft or serious misuse of the funds, dishonesty, or serious loss caused deliberately or by recklessly and seriously negligent behaviour, financial abuse including exploitation, coercion or undue influence, or serious poor practice are considered matters that may lead to a member of staff being required to leave, or dismissed without notice and without a prior formal warning.

## How is the support needed assessed?

* 1. Most people we support will need some assistance in dealing with their financial matters. This may take the form of supporting with budgeting, helping to pay cash or cheques into their bank account, withdrawing cash, writing cheques to pay bills, going shopping, or being accompanied on social outings. Good practice dictates that we should enable and empower the people we support to be as independent as possible and in most instances this will mean that they will at all times be responsible for their own money.
  2. People we support are encouraged to use personal bank or building society accounts to deposit and manage their money with the appropriate level of support from staff. It is our policy that all people we support operate personal bank or building society accounts into which benefits and other direct payments are paid by the respective agencies. The people we support are the sole signatory to their bank account(s) unless a lasting power of attorney is established with a family member or advocate.
  3. The procedures in this policy are not intended to restrict people’s access to their money or to impose a system that a person we support does not want or need.
  4. While most people will be appropriately supported by these procedures, we recognise the uniqueness of each individual and the organisation always supports a person-centred approach.
  5. The level of support a person needs to manage their own financial affairs safely is established through their **Financial Risk Assessment** (Appendix 2) and their assessed needs and the support needed to minimise risks and safeguard them set out in their **Financial Plan** (Appendix 1).
  6. People we support must be fully involved in discussing and agreeing their Financial Risk Assessment and Financial Plan. Both documents are to be signed by the person we support, where able, once agreed.

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* 1. When people require a different approach to that outlined in this policy, their Financial Plan and Financial Risk Assessment must clearly detail that.
  2. When a person’s Financial Plan and Financial Risk Assessment indicates that they are unable to fully manage their own financial affairs it is important that at their **review** their social worker, advocate and family are informed of the support plan that is in place to safeguard them.
  3. The review is an opportunity for their financial support needs to be reassessed together with their social worker, family, key supporters, and advocate. This may result in the need for a capacity assessment which may lead to a best interest meeting. An Independent Mental Capacity Advocate may become involved as necessary.

## How do we support people with their finances?

* 1. As part of their housing related support, individuals are supported to manage their finances and budget their money on a weekly basis (see **Weekly Budget Plan**, Appendix 3) as well as on a longer term basis, to include larger expenses such as holidays, clothing and furnishings. Weekly budgeting is carried out together with the key worker and reduces the potential risks of people we support holding large amounts of cash.
  2. A weekly finance review meeting with supported tenants must be recorded to ensure people we support are living within their means (as specified in the Weekly Budget Plan) and that invoices for shared and other expenses are paid promptly.
  3. People we support who have limited capacity to manage their money and are **unable to remember their personal identification number (PIN)** will be supported to have a card and sign account. This type of account requires the person to go into the bank and sign to withdraw cash. People receive a cheque book to pay their bills, but they do not have a PIN. The person will be supported to complete their weekly budget and then go to the bank to withdraw the money they need for the week; a cash withdrawal receipt must be obtained. People we support with this system have a cash book in place, which is a hard backed page numbered book. All financial transactions will be detailed in this book with corresponding receipts numbered and put in an envelope each month. Every day, staff will check that the cash amount written in the book corresponds with the amount of cash the person has, ensuring a clear reconciliation process. Any discrepancies will be taken up immediately and addressed.

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* 1. People we support are encouraged to take an appropriate amount of cash with them when going out to avoid carrying unnecessary large amounts of money.
  2. People we support who are able to manage their own weekly budget and **can remember their own PIN** are encouraged to have two current accounts. One account into which their benefits are paid into, and bills are paid out off; this account is issued with a cheque book and will hold the majority of the persons finances. This account is set up to transfer their weekly budget into a second current account for which the person has a debit card with a PIN; the person can then access their money independently. The weekly budget is determined through the Financial Plan and Financial Risk Assessment.
  3. In order to reconcile their spending each week they will be supported to consider their spending for the previous week, file receipts if they have obtained any and/or through conversation with their key worker explain their activities and financial transactions to account for their spending. This will be documented by the key worker on the Weekly Budget Plan and provide enough detail so that discrepancies can be detected.
  4. People we support who have **excess money** are encouraged and supported to set up savings accounts which can only be accessed by going into the bank in person and signing to release any money.
  5. People we support are supported and encouraged to **keep their cash** in a lockable storage area in their bedroom; usually a locked tin. People we support are supported to keep the key in a safe place, separate from their tin and are supported to store their tin safely out of view. People we support are supported and encouraged to keep their cheque book and paying in book in their financial file. The only exception where monies are kept securely centrally is where a person has been assessed as lacking capacity in this context. A local protocol would need to be in place and approved by the general manager.
  6. People may be supported to make a **telephone or online purchase**, paying for this with their own card. People with card and sign accounts can be supported to purchase a prepaid card system in order to make telephone or internet transactions. Peoples card details should not be stored in computers and no accounts should be opened in their name. In situations where people are supported with their financial transactions they are encouraged and supported to save and file receipts for larger purchases, such as clothing, electrical items, travel expenses or furnishings and for any telephone or online purchases.

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* 1. **Staff are not permitted to be involved in dealing with the financial matters of people we support over the telephone when this involves speaking on behalf of the person**, except in exceptional circumstances to protect their safety, such as to report a lost or stolen bank card.
  2. As well as supporting people to budget, withdraw money and pay bills, people we support are also supported by staff to deal with any **financial correspondence** from their bank or that related to their benefits, including completing **benefit forms**. The Manager/Director of Operations will support with the completion of benefit forms and correspondence related to benefits as necessary.
  3. Some people we support may have an external person as an **appointee**, such as a family member. The appointee acts on behalf of the people we support in relation to claims for and payments of social security benefits. In these situations, staff continue to have responsibility to safeguard people we support and any abuse or suspicion of abuse will be reported in accordance with the Safeguarding Policy. It is Company policy that no staff undertake the role of appointee.

## Where is financial information kept?

* 1. Staff are expected to support people to manage their own financial information and to store this information safely in their room. Their finance files contain their Financial Plan and Financial Risk Assessment, **Weekly Budget Plans** (Appendix 3), bank statements for all bank accounts, invoices, withdrawal receipts and receipts for larger purchases, correspondence related to benefits, cheque book and paying in book, and any other financial information or correspondence.
  2. When people we support are unable to safely keep their own file in their room there must be a risk assessment in place to evidence why this is and an appropriate action plan. Their file must be kept in a lockable cupboard which the people we support can access whenever they need to with the appropriate level of support. When people we support are able to safely store their own financial information but choose to do so in a different way this must be detailed in their Financial Risk Assessment.

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## What auditing takes place?

* 1. To help safeguard the people we support, their bank and cash activities are audited monthly by their key worker and alternate months by their Team Leader.
  2. The Director of Operations will each audit a random 10% sample from across the site each month. This will involve using the **Financial Audit Tool** (Appendix 6) to ensure this policy is implemented in practice and will include looking at bank statements to ensure benefits are being paid correctly; reconciling bank statements with cash withdrawals; checking cash withdrawal receipts and receipts for larger purchases; as well as reconciling cheque book activities. Any discrepancies that are detected will be dealt with promptly.

## How do we charge for activities?

* 1. The following is based on a person-centred approach encouraging peoples involvement and choice in deciding what activities or events they choose to participate in. Their choice must always be respected and any awareness or suspicion of coercion will be dealt with in accordance with the Safeguarding Policy. Chosen activities are supported by risk assessments as necessary and are budgeted for appropriately ensuring people being supported are in a position to comfortably afford the activity.

## Outings, activities, trips out, meals out

When organising a group activity or trip involving two or more people, we support a **Group Activity Proposal Form** (Appendix 4) which must be completed and approved by management prior to any booking.*

When approval has been obtained for a group activity, it is acceptable for each person we support to pay cash for that activity directly to the staff organiser who may initially pay for the joint booking, and afterwards reimburse the people we support should there be a surplus. There must be clear financial transparency shown through receipts and invoices.*

When it is necessary to purchase items for a few people we support at the same time, such as tickets to a concert or flight tickets, a company credit card can be used by staff and the individual people we support will be invoiced by the community through the finance office. People we support should not use their bank card to pay for other people we support and then be reimbursed. People we support should be discouraged from lending or borrowing cash from each other.

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People we support will pay for the cost of any entrance fee and the cost of their meals, drinks, and snacks. In addition, people we support who require support will pay for the reasonable costs incurred by staff member/s who are needed to support them up to a 2:1 ratio.*

* + - This means when two people we support are supported by one member of staff, the staffs expenses for entrance fees and food will be divided equally between the two people the staff member is supporting. When the ratio of support required is lower than 2:1 the staff members expenses are divided equally between the number of people being supported.
    - People we support requiring 1:1 or more support should have a risk assessment evidencing this need.
    - People we support are not expected to pay for the costs of members of staff that are above and beyond the staffing levels that have been assessed as being needed to provide support e.g. two members of staff may be accompanying a group of 3 on holiday but due to assessed low risk regarding a particular outing only one staff member is required to support.

A staff members **food costs** should normally not exceed **£8.00** when the trip involves a meal. When a person we support is supported to go out for **tea or coffee** the staff costs should not exceed **£3.00**.*

Occasionally a person we support 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 person we support has demonstrated choice and when it is occasional as opposed to a regular expense.*

However, **food and drink costs will be considered unreasonable if they exceed the costs of those incurred by the person being supported**. This could be from ordering additional courses to that of the person being supported or ordering a more expensive item from the menu for example.*

At all times, people we support only pay staff expenses for the staff required to support them for the specific activity or trip. In situations where staff 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.*

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As a general principle, the cost for activities, transport or accommodation should be relative to that of the individual we are supporting i.e. staying in the same type of accommodation, flying in the same class etc.*

Staff are expected to obtain concessions on entrance fees whenever possible to reduce the cost to people we support.*

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

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

Usually staff costs are paid at the time directly by the people being supported. Where this is not practicable, staff will use their own money (if possible) and the expenditure will later be invoiced appropriately to the people being supported. Staff are expected to keep receipts of all costs incurred and return these to the community upon their return along with any unused funds.*

## Meals out and takeaways

It is actively encouraged that people being supported are fully responsible for their own meals. They would be supported to budget and shop according to their preferences. Staff would support individuals where possible to cook and eat healthy meals. In the event that staff observe that people being supported regularly frequent take away services, they should as much as is reasonably practical promote the healthy options and encourage the use of creating a meal from scratch.

When a person we support chooses to go out for a meal for their birthday, if they are going out as a household, they should ensure that the rest of the housemates have the facilities to pay for a joint meal. In the event that this is not possible, staff would support the individual to look at other options.*

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## Community activities or events

When there are community-based activities or events which are arranged and organised for the household, whether locally or further afield, the cost should be costed in terms of affordability and each person we support would be required to meet the cost of the activity. When people we support are required to pay, the activity will usually be booked and paid for prior to any events being booked. Occasionally people we support may be required to pay a nominal charge at the door.

## Travel expenses

There are no situations in which a person we support is required to directly give staff any money related to transport costs.

When people we support go out in community vehicles, this is clearly recorded on the mileage sheet for each vehicle. People we support are charged at a rate of 45p/mile for travel in all vehicles and are invoiced individually for their transport costs through their monthly invoice from Head Office. When people we support go out together or in a group, the transport cost is divided equally between the number of people we support using the transport.*

When a member of staff uses their own vehicle to transport people we support, the staff member completes a mileage claims form. Staff using their own vehicles are always subject to the Company verifying they have the necessary insurance cover and have been authorised by the manager to use their own vehicle. People we support are charged at a rate of 45p/mile for travel in all staff vehicles or their proportionate share and are invoiced individually for their transport costs through their monthly invoice from the Company.*

When people we support travel in a staff vehicle and the trip involves parking costs, the people we support pay the cost of parking. When there is a group of people we support, the parking cost is divided equally between the number of people we support.*

Fines incurred from speeding, parking or any other motoring offences while driving any vehicle will be at the drivers expense and not the Company’s.*

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People we support are supported to apply for bus passes which enables them to travel for free on all local bus services in England and some routes that go into Wales. When a person we support has been risk assessed as needing regular and on-going support to travel by bus, the person we support is supported to get a ‘companion pass’ which enables the person supporting them to also travel for free. People we support are not usually required therefore to pay bus fares for staff but in the absence of a ‘companion pass’ they may have to.*

When a person we support travels by taxi for short journeys they can pay the taxi driver either at the time using cash or card if practical. For longer taxi journeys, such as to the airport or holiday related travel, they should ensure that they have the means to pay for this. When a group of people we support travel together the cost is divided equally and invoiced at a later date. Financial transparency must be shown through receipts and /or invoices. When a member of staff supports a person we support to travel by taxi, the cost for the staff member is paid for by the person we support or divided equally if there is a group of people we support. This would also apply when travelling by train.*

If people we support are using a taxi for a regular activity that is arranged by social workers/care co-ordinators for attending college etc, there is a need for the arrangement information to be shared with the Company in the event that they would need to follow up if there are issues with transportation.*

## Holidays

A **Holiday Proposal Form** (Appendix 5) must be completed for all proposed holidays and forwarded to management at the earliest opportunity. Reference should be made to the **Arranging support for people we support whilst on holiday policy** and to the **holiday planning flow chart and risk assessment form** included with that policy as appendices.

## Large expenses and other significant financial decisions

Other situations may arise which involve supporting a person we support with a large expense or a significant financial decision, such as changing bank accounts, investing money or spending a large amount of money. In these situations, it is necessary to inform the Director of Operations as soon as possible.

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The Director of Operations will support the decision making process which may involve the person we support’s social worker, advocate and next of kin. A person will be supported to access advocacy services as appropriate. Some people we support may require a capacity assessment and this may lead to the need for a best interest meeting. Independent Mental Capacity Advocates will become involved as necessary.

## Other circumstances

Circumstances may arise that are not set out in this policy. In these cases, you must consult the Oirector of operations as soon as possible.

## What is our policy on gifts?

* 1. In accordance with the **Professional Boundaries Policy**, staff are **not permitted to receive gifts above £10 or loans** from people we support or their families; such a loan or gift must be refused if offered. Gifts under £10 can be accepted at appropriate times, such as Christmas or a birthday, but more frequent gifts must be refused. Any gifts worth under £10 that are accepted must be recorded in the **register of gifts book**.
  2. Staff are permitted to buy gifts for people we support at appropriate times, such as their birthday or at Christmas, up to a value of £10. Staff should not buy people we support gifts at other times.

## What are our expectations around confidentiality?

* 1. Information about people we support’s finances is confidential. The **Confidentially and Record keeping Policy** must be referred to and followed. In summary, financial information about people we support should not be shared with people outside the community, except in exceptional and appropriate circumstances, with the people we supports’ permission and when the person we support has signed a consent form to authorise this.

## What if there are concerns?

* 1. Anyone becoming aware or suspicious of financial abuse involving people we support should raise such concerns immediately with the Director of Operations in accordance with the Safeguarding Policy.

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* 1. Staff are expected to promptly report any concerns they have about poor practice so it can be appropriately addressed.
  2. The whistleblowing policy may be relevant if staff feel unable to raise their concerns with their management in the community.
  3. People we support or their families should be encouraged by staff to raise any concerns they have using the Complaints Procedure.

**Responsible individual:** Director of Operations

## Endorsed by:

**Date of endorsement: Review date:**

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## Name: Date:

**FINANCIAL PLAN Appendix 1**

Does the person we support have an appointee or lasting power of attorney? Yes

No

If yes, complete contact details:



| **Name** |  |
| --- | --- |
| **Address** |  |
| **Tel** |  |

**Bank Account Details**

| **Name of Bank** | **Bank Account 1** | **Bank Account 2** |
| --- | --- | --- |
| **Address** |  |  |
| **Tel** |  |  |
| **Type of Account**  *eg. Current account, savings account, ISA* |  |  |

**Regular Income**

| **Source**  *Use blank space to list any other form of income e.g. shares, wages etc.* | **Details**  *Is the money received weekly,*  *fortnightly, monthly?* | **Week 1** | **Week 2** | **Week 3** | **Week 4** | **Each month** | **Each year** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Income support/ESA |  |  |  |  |  |  |  |
| DLA mobility component |  |  |  |  |  |  |  |
| DLA care component |  |  |  |  |  |  |  |
| SDA |  |  |  |  |  |  |  |
| Housing Benefit |  |  |  |  |  |  |  |
| Pension Credit |  |  |  |  |  |  |  |
| Private Pension |  |  |  |  |  |  |  |
| Other: |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |
|  | **Total:** | **£** | **£** | **£** | **£** | **£** | **£** |

**Regular Expenditure**

| **Outgoing**  *Use blank space to list any other regular expenditure eg. mobile phone contract, gym membership,*  *TV license* | **Details**  *How often is this paid? Who is this paid to and how?* | **Week 1** | **Week 2** | **Week 3** | **Week 4** | **Each month** | **Each year** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Community:  Rent £  Food & household £  Heat & light £  Water £  **Total £** | Monthly, to the community, by cheque |  |  |  |  |  |  |
| Community: Transport charges *(approximation)* | Monthly, to the  community, by cheque |  |  |  |  |  |  |
| Other regular outgoings  *eg. Local authority* |  |  |  |  |  |  |  |
| Other: |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |
|  | **Total:** | **£** | **£** | **£** | **£** | **£** | **£** |

**Annual Budget**

| **Expense**  *eg. holidays, electrical goods, furniture, clothing* | **Weekly amount** | **Monthly amount** | **Yearly amount** |
| --- | --- | --- | --- |
| Holidays |  |  |  |
| Trips to family |  |  |  |
| Clothing |  |  |  |
| Furnishings |  |  |  |
| Other: |  |  |  |
| Total to save: |  |  |  |
| My disposable income:  *(This weekly figure is to be used when completing the weekly budget plan)* |  |  |  |
| **Total:** | **£** | **£** | **£** |

**Support to Manage Money**

| **Area of Responsibility**  *eg. for budgeting, withdrawing money, bank statements, correspondence, paying bills, savings account* | **\*Name**  *eg. the client themselves, support worker(s), other staff, appointee, (can be more than one person)* | **How often**  *eg. weekly, monthly, as necessary* |
| --- | --- | --- |
| Budgeting |  |  |
| Withdrawing money |  |  |
| Paying bills |  |  |
| Checking bank statements |  |  |
| Checking benefits |  |  |
| Completing benefit forms |  |  |
| Dealing with any financial correspondence |  |  |
| Other: |  |  |

Completed in discussion and agreement with the supported tenant: Signature: Date:



**FINANCIAL RISK ASSESSMENT Appendix 2**

| **Name:** |
| --- |
| **Using money**  *Include here information about whether any physical or verbal help is needed when shopping. Can they handle money across the counter, collect and check change? Do they have the ability to understand the connection between money and what it buys (the value of money)? Do they have the ability to know how much money to take for an activity/trip? Do they have the ability to recognise coins/notes and their value, to add and count money, to spend a certain amount of cash*  *unsupported?* |
| **My assessed needs and support plan** |
| **Using a bank account**  *Include here information about understanding banks and bank accounts. Do they know what banks are for, have they visited a bank; do they have a cheque book? PIN card: can they use the card; can they remember a PIN; can they use a cash machine? Can they understand their bank statements?* |
| **My assessed needs and support plan** |
| **Budgeting**  *Include here any help needed with bills, rent or saving. How much is understood about budgeting and why it might be important including understanding of the need to pay for ‘intangibles’ like rent? Can they compare prices in a shop and only choose items they can afford? Are they likely to leave the shop without paying for goods? Ability to plan expenditure,*  *save money for high-cost purchases?* |
| **My assessed needs and support plan** |

| **Claiming and maintaining benefits**  *Include information about claiming and maintaining benefits. Do they need support to fill in benefit forms, checking they are getting the right benefits, ensuring they are paid into their bank account?* |
| --- |
| **My assessed needs and support plan** |
| **Keeping my money and financial information safe**  *Include information about how the client keeps their money safe at home and when going out, how they store their bank card, PIN, cheque book, paying in book, bank statements, benefits information.* |
| **My assessed needs and support plan** |
| **Additional risks**  *Consider any additional factors; likelihood of spending money inappropriately, likelihood of getting into debt, personal habits or characteristics, risks from other tenants, risks from family and friends, risks from the public, risks from staff working alone, likelihood that the individual will be taken advantage of by others* |
| **My assessed needs and support plan** |

| **Developing skills**  *Include here areas that are being worked on to improve skills and develop independency.* |
| --- |
| **My assessed needs and support plan** |
| **Action plan**  *Include here any action or follow up that needs to be done, who will action it and by when; e.g. referral to social services.* |
|  |
| **Monitoring** |
| My Financial Risk Assessment and Support Plan will be reviewed with my supporters every 6 months or as and when circumstances change. |

**Completed with the involvement of the following:**

| Name: | Signature: | Date: |
| --- | --- | --- |
| Supported Tenant |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**WEEKLY BUDGET PLAN Name:** 

**Week starting Monday:**

## Appendix 3

| **To be completed when budgeting for the week ahead** | | |  | **To be completed when checking actual expenditure for this week**  ***This section is not to be completed for PWS who have a cash book*** | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **List expenditure** *eg. horse riding, taxi,* |  | **PWS to tick** |  | **Tick when** | **Comments** | **Tick** | **Tick** | **Date** |
| *toiletries, CD, DVD, cinema, mobile phone, gym,*  *swimming, college, meal out* | **Date:** | **to agree**  **with item** | **checked**  **against** |  | **for**  **Card** | **for**  **cash** |  |
|  |  |  | **receipts** |  |  |  |  |
|  |  |
|  | **Amount** |  |  |  |  |  |  |
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| Completed by: | | |  | Checked by: | | | | |



**GROUP ACTIVITY PROPOSAL FORM Appendix 4**

**PLEASE ENSURE THAT THIS FORM IS COMPLETED, APPROVED BY MANAGEMENT AND SIGNED OFF BEFORE ARRANGING ANY GROUP ACTIVITY**

**For guidance, please refer to the Supporting people with their money policy**

| Names of people we support participating in the activity: | |
| --- | --- |
| Are there any people we support staying at home? *(Does the house still need to be staffed?)* | |
| Date/time of activity | |
| Please give details of type and location of activity | |
| Please give details of transportation to activity and any costs associated (i.e. rental car, fuel, cost per mile) | |
| Activity charges for staff (meal, entry fees, etc). Are these to be paid for in full by people we support? | Yes/No  If No, please detail below how these charges are to be paid |
| Names of staff accompanying people we support, ratio of staff to people we support and details of how support needs will be met | |

| Are there any risks identified regarding this activity? | Yes/No  (If Yes, please attach risk assessments for each individual) |
| --- | --- |

# COST TO PEOPLE WE SUPPORT

**Please include transport, activities/spending money in this total**

| Name of People | Total cost per Person | |
| --- | --- | --- |
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| If this is not an equal share, please give explanation: | | |
| Are people we support financially able to pay for this activity? | | Yes/No |

| Name of person completing form: | Date: |
| --- | --- |
| Signature of person completing form: |
| Name of person approving activity: | Date: |
| Signature of person approving activity: |

**HOLIDAY PROPOSAL FORM Appendix 5**

**PLEASE ENSURE THAT THIS FORM IS COMPLETED, APPROVED BY MANAGEMENT AND SIGNED OFF BEFORE ARRANGING ANY HOLIDAYS FOR PEOPLE WE SUPPORT.**

**For guidance please refer to Supporting people with their money policy and Arranging support for people on holiday policy**

| Names of people we support going on holiday: | | | |
| --- | --- | --- | --- |
| Are there any people we support staying at home? *(Does the house still need to be staffed)* | | | |
| Date of departure: Time: | Date of return: Time: | | No. of nights: |
| Please give details of type and location of holiday | | Name:  Address: Telephone number: | |
| Please provide and attach evidence of people we supports’ choice and involvement in choosing this holiday. | | | |
| Does the holiday accommodation meet needs of people we support? (*consider if there are enough bedrooms, suitable bathrooms, consider access, kitchen facilities)* | | | |
| If people we support have personal care needs how will these be met during their holiday? | | | |
| Is there existing knowledge of the holiday accommodation and local area? Is an exploratory  visit required? | | | |

| Transport arrangements  *Give details of transportation to holiday venue and any costs associated (i.e. rental car, fuel, cost per mile)* | |
| --- | --- |
| Organising company/agency (if any) | Name:  Address:  Tel No: |
| Accommodation/ meal/ activity charges for staff. Are these to be paid for in full by people we support? | Yes/No  If No, please detail below how these charges are to be paid |
| Names of staff accompanying people we support, ratio of staff to people we support and details of how their support needs will be met | |
| Details of the programme of activities | |
| Are there any risks identified regarding this holiday or any hazards associated with any activity? | Yes/No  (If Yes, please attach risk assessments for each person) |

# COST TO PEOPLE WE SUPPORT

Please include accommodation, transport, meals, and activities/spending money in this total

| Name of person we support | Total cost per person we support | |
| --- | --- | --- |
|  |  | |
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|  |  | |
| If this is not an equal share, please give explanation: | | |
| Are people we support financially able to pay for holiday, on receipt of invoice? | | Yes/No |

Please note that there is insurance in place that people we support clients and staff when going on holiday abroad; the details are available from the office.

| Name of person completing form: | Date: |
| --- | --- |
| Signature of person completing form: |
| Name of person approving activity: | Date: |
| Signature of person approving activity: |



**Financial Audit Appendix 6**

Name: Date:

***To be completed for all people we support (unless fully independent living)***

|  |  | **Y** | **N** | **N/A** | **Evidence** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Financial Risk Assessment fully completed, accurate and in date? |  |  |  |  |  |
| 2 | Any actions from the Financial Risk Assessment have been / are being addressed? |  |  |  |  |  |
| 3 | Financial file in place and is accessible to person we support as per policy? |  |  |  |  |  |
| 4 | Financial plan completed, accurate and in date? |  |  |  |  |  |
| 5. | Have any holiday forms been completed according to policy? |  |  |  |  |  |
| **Bank statement check:** | | | | | | |
| 6. | Do benefits coming in correlate with income as detailed on financial plan and with benefit information? |  |  |  |  |  |
| 7. | Do cheques being paid out have  invoices that correlate to cheque numbers? |  |  |  |  |  |

| 8. | Do any internet transactions have receipts? |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 9. | Are there any transactions on the  bank statement that cannot be accounted for? |  |  |  |  |  |

***To be completed for people with cash books***

|  |  | **Y** | **N** | **N/A** | **Evidence** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| 10. | Has the book been completed every  day, using black pen, signed by staff & the person we support? |  |  |  |  |  |
| 11. | Are receipts numbered & filed in dated envelope & stored in the red  wallet? |  |  |  |  |  |
| 12. | Are expenses without receipts adequately accounted for? |  |  |  |  |  |
| 13. | Do cash withdrawals on bank  statement correlate with cash withdrawals in the red book? |  |  |  |  |  |
| 14. | Are weekly budget sheets completed & signed by staff &  PWS? |  |  |  |  |  |

***To be completed for people who manage their own weekly money (no cash book)***

|  |  | **Y** | **N** | **N/A** | **Evidence** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| 15. | Is the weekly budget plan being completed each week with PWS? |  |  |  |  |  |

| 16. | Is the weekly budget plan being reconciled each week? |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 17. | Are receipts numbered & attached to weekly budget sheet? |  |  |  |  |  |
| 18. | Are expenses without receipts adequately accounted for? |  |  |  |  |  |

**Action plan**

| **No.** | **Improvements and recommendations from audit** | **Person Responsible** | **Date Completed** |
| --- | --- | --- | --- |
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