



Supporting Individual to Manage their Personal Finances

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CONSULTATION AND RATIFICATION SCHEDULE

Name of Consultative Body	Date of Approval
Senior Management Team	24.05.2022

CROSS REFERENCE TO OTHER POLICIES/STRATEGIES

This policy should be read in conjunction with:
Care planning policy
Adult support and protection policy
Data protection
SSSC Registration Policy



1.0 Primecare Health LTD Values

Primecare Health LTD are true to the core purpose of our organisation and the services we deliver.

Working within these values will guide and deliver our vision and mission of Primecare Health Ltd.

LIKE IT....

Listen – always with interest, concern, and action.

Inspire – through every interaction so people can achieve their ambitions.

Kind – genuine care and compassion

Excellence – by striving to be the best we can.

Integrity – acting ethically and being accountable.

Trusting – rely upon us to do what we say we will do.

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2.0 Policy Statement

Primecare Health Ltd believe that everyone should have the right amount of support to manage their personal finances safely, participate as fully as possible and get the maximum benefit from the money available to them.

Primecare Health Ltd will ensure that everyone we support has an assessment of the support they may need to get the best from their finances.

Where needed we will help you to develop a budget and person-centred financial support plan to help you have the maximum involvement and get the maximum benefit from your money.

Primecare Health Ltd will ensure we have proper procedures in place to keep your money safe, make sure you have the full amount of income you are entitled to and regularly check and review what is happening with your financial support plan.

Where you have an appointee or you have a financial guardian or other individual arrangement, we will ensure that is properly recorded, the correct documentation is safely stored, and your financial support plan reflects this arrangement.

Where we do not support you with your finances, we will state this in your Care/Support plan.

The following procedures tell you how we make this happen.

3.0 General Procedure

- a. All entries in all recording sheets must be in black pen.
- b. Daily checks and audits should be completed in black pen.
- c. Tippex must not be used for errors or corrections. These should be scored through once, corrected at the side of documents and signed.
- d. All staff must have access to the financial information of the Individual they are supporting to ensure that decisions on what and how Individual spend their money are informed by the full picture.
- e. Staff must not purchase items using their own money or cards e.g. buying products online on your Amazon account, paying for something in the supermarket where the person you are supporting does not have enough money or lending someone money to pay for an item.
- f. Staff must not purchase goods in their own time for the Individual we support.
- g. Staff must not lend money to the Individual we support.
- h. Staff cannot borrow or use the Individual we supports' money to purchase goods for themselves even if that money is paid back later.
- i. Staff cannot claim loyalty points, vouchers, or any other promotional rewards on behalf of the Individual they support, nor can they donate loyalty points, vouchers, or any other promotional rewards to the Individual they support.
- j. Individuals we support with personal finances should have a locked tin/locked safe into which cash is recorded as paid in and expenditure is recorded as paid out.
- k. Individuals can organise the tin in any way it is helpful to budget e.g. separate bank bags, wallets, purses etc but the total amount of money in the tin should always equal the balance on the weekly cash transaction sheet.
- l. Purses/wallets must not hold any more than the reasonable amount required for going out that day. Any exception to this will require a risk assessment signed by Management.
- m. Discrepancies must be highlighted and when resolved the correct transactions should be initialled and where not resolved reported to Management.
- n. Only unresolved financial issues should be recorded as incidents.

4.0 Assessment of capacity and capability

- a. Everyone Primecare Health Ltd supports will have an assessment of their ability to manage personal finances carried out – Personal finance assessment **Appendix 1**
- b. This assessment will maximise the involvement of the Individual we support in managing their personal finances.
- c. The assessment must be carried out by a front-line Manager or more senior manager.
- d. All staff carrying out the assessment will be trained in the financial procedures.
- e. The assessment forms the basis of the Support plan – Finance support plan **Appendix 2**

5.0 Care planning, budgeting, and everyday decisions.

- a. Everyone supported by Primecare Health Ltd assessed as needing support with their personal finances will have a:
Finance Risk assessment – **Appendix 3**
Finance Support plan – **Appendix 2**
My Personal Budget – **Appendix 4**
- b. The Support plan and related documents will be reviewed every 6 months.
- c. All regular income and planned expenditure should be recorded on My Personal Budget – **Appendix 4**
- d. Any decisions where other Individual are involved will be noted as per the next section.

6.0 Adults with incapacity, appointee ship and other capacity, consent, and control restrictions

- a. Some of the Individuals we support will have third party control over all or part of their financial decision making.
- b. These include financial guardianship, appointee ship, power of attorney, lasting power of attorney and any other arrangement that restrict a person's decision making on their financial affairs.
- c. These must be correctly logged on Access and noted on the Care Inspectorate Adults with Incapacity register – **Appendix 5**
- d. Their financial support plan must reflect these arrangements detailing how Individual receive their money, how they can be involved as much as possible in decisions about their money and which decisions are taken by another Individual.
- e. This is a complex area and requires a plan that is detailed, shared with all stakeholders and where there are disagreements these must be recorded.

- f. All the above restrictions on decision making will be entered in Primecare Health Ltd Restrictive Practice Log – **Appendix 6**

7.0 Managing bank accounts, payments, and withdrawals

- a. Unless specifically requested Individual we support with money should have a maximum of two accounts as follows:
- Current Account
 - Savings account
- b. Any exception to the above must be specifically risk assessed. The risk assessment must state why the extra account is necessary and what safeguards are in place to monitor it.
- c. All regular income and planned expenditure should be recorded on My Personal Budget – **Appendix 4**
- d. Access to PIN numbers presents a significant risk to both Individual we support and staff. Primecare staff will not help supported people to remember their PIN. Supported people may instead use a 'chip and signature' card where available or will not be able to use a debit card.
- e. All bank withdrawals must be accompanied by a printed withdrawal receipt or mini statement. In exceptional circumstances a missing receipt form can be completed, this must be countersigned by a Staff member. It is always preferable to go back to the bank and request a receipt or mini statement.
- f. All withdrawals from the bank must be recorded as money in on the weekly finance sheet – **Appendix 7**
- g. All payments from appointees, guardians, family members, gifts and any other cash must be recorded as money in, and a petty cash receipt signed by the person handing the cash over and the person receiving it, numbered, and kept with the weekly finance sheet.
- h. All gift vouchers, tokens, money cards etc. must also be logged on the weekly finance sheet and any spending on those entered in the same way as cash and stored in locked tin/locked safe.
- i. When bank statements arrive through the post (in certain banks you may have to request this rather than electronic versions) each week/month, the line manager should as part of the weekly audit support the person to:
- Check each transaction against all withdrawals recorded in the weekly finance sheets.
 - Check each transaction on the statement to ensure it matches income and expenditure with payments and debits recorded on the planned income and expenditure sheet.
 - Once the statement is checked the bank statement check sheet should be completed and any action/discrepancies must be reported to Service

Manager, recorded, followed up and resolved. Bank statement check sheet - **Appendix 12**

- When all is in order sign the bank statement to say they have done so (e.g. bank statement checked and correct, date, signature) and file.

8.0 Recording transactions

- a. All regular income and planned expenditure should be recorded on My Personal Budget – **Appendix 4**
- b. All bank withdrawals must be accompanied by a printed receipt or mini statement. In exceptional circumstances a missing receipt form can be completed, this must be countersigned by a Staff member.
- c. All withdrawals from the bank must be recorded as money in on the weekly finance sheet – **Appendix 7**
- d. All payments from appointees, guardians, family members, cash gifts and any other forms of cash or equivalents (gift vouchers etc.) must be recorded as money in and a petty cash receipt signed by the person handing the cash over and the person receiving it, numbered, and kept with the weekly finance sheet.
- e. All money spent requires a receipt or a petty cash receipt if a receipt cannot be obtained.
- f. Where the receipt is a guarantee for a product, it must be photocopied (or a petty cash receipt completed) and the original filed as the guarantee.
- g. A cash transaction must always have the following details.
 - ✓ The date.
 - ✓ The consecutively numbered receipt
 - ✓ Description of the income e.g. money from the bank into their tin/purse/wallet or spend e.g. the name of the business.
 - ✓ Record of new balance i.e. add/deduct the transaction.
 - ✓ Check that the amount in the tin/ purse/wallet balances with the total in the sheet.
 - ✓ A signature to say it is accurate and a second signature (where appropriate the person we are supporting)
 - ✓ Any transaction from a debit card (paying for items by contactless etc.) must be recorded on the day that the transaction takes place following the same recording process as cash.
 - ✓ Ensure a daily check is carried out at the handover with 2 staff checking and signing monies to be correct. For those services where there is no crossover/handover, the next person on shift must always check that the balances are correct.

- ✓ At the end of each month, the weekly finance sheet must be checked and audited by the Line manager, all receipts stapled on to it and placed in an envelope marked with the person's name and date of the sheet.

9.0 Online/Over the phone shopping

- a. If an individual has a debit card and wants to shop online or over the phone, or wishes to set up an online payment account (e.g. PayPal) Support staff can support them with this on completion of the following:
- b. Any associated risks are recorded in the individuals support plan.
- c. Support required to minimise risks are recorded in the Support Plan
- d. A financial plan, as part of a person's Support Plan is in place, detailing the exact support required.
- e. Transactions are recorded on the 'online shopping recording' sheet – **Appendix 10**
- f. Management must be advised when the individual is being supported to buy goods online.

10.0 Maximising income, benefits, and earnings

- a. Everyone Primecare Health Ltd Support will have a review of their finances annually.
- b. This must include a check that they are receiving the full range and amount of benefit they are entitled to by a person qualified to do this e.g. welfare rights officer, Citizens Advice Bureaux, independent financial advocate e.g. dosh.
- c. Where the Local Authority is the appointee, you can request them to refer.

11.0 Auditing

Where any Individual we support has been assessed as requiring help to manage their personal finances the Primecare Health Ltd auditing procedure must be carried out

- a. Staff member – the first level of the auditing process. Staff should follow the financial procedures as described, particularly the daily handover/ next person on shift checks.
- b. Line Manager – will conduct monthly audits for each person we support – **Appendix 8**
- c. Service Manager – will conduct audits quarterly on a sampling basis ensuring that all records are audited annually – **Appendix 9**

11.0 Capital savings

- a. Primecare staff team must ensure that the individual continues to receive welfare benefit income.
- b. An individual's entitlement to means-tested welfare benefit is affected by their savings.
- c. It is the responsibility of the Manager to consult with relevant multi-disciplinary partners and anyone holding financial decision-making powers to make purchasing decisions to avoid the breach of capital savings thresholds.
- d. It is the responsibility of the Manager to advise the relevant Housing Services if a supported person is about to breach or has breached the capital savings threshold.
- e. It is the responsibility of the Manager to advise Department of Work and Pensions and/or Social Security Scotland if an individual is in breach of the capital savings threshold.
- f. If the individual is below pension-credit qualifying age and receives means-tested benefits, their entitlement will reduce if they have savings in excess of £6,000.
- g. Their entitlement will stop when their savings reach £10,000.
- h. If the individual lives in a care home, their entitlement will reduce if they have savings in excess of £10,000 and will stop at £16,000.
- i. If the individual lives in care home and receives Universal Credit, the thresholds are the same as (a) above.
- j. If a supported person is at/above pension-credit qualifying age, entitlement reduces from £10,000 although there is no fixed upper limit.
- k. If a supported person is at/above pension-credit qualifying age and receives Housing Benefit, entitlement reduces at £6,000 and stops at £16,000.

See the list of means-tested benefits here: <https://www.turn2us.org.uk/Jargonbuster/Means-tested-benefits>

See the pension-credit qualifying age checker here: <https://www.gov.uk/state-pension-age>

12.0 Archiving

- a. All finance records must be kept for a minimum of 20 years.
- b. At the end of the year each person's finance records must be added to their personal archive box.
- c. As with all archiving, a description of the documents being archived, and the date range of the material must be noted on the archive box contents sheet i.e. 'Personal finance documents from 1.1.17 – 31.12.17.'

13.0 Policy Review Statement

This policy will be reviewed every three years or earlier if required due to legislative updates.

Attached Appendix

- Appendix 1 - Personal finance assessment
- Appendix 2 - Finance support plan
- Appendix 3 -Finance risk assessment
- Appendix 4 - My personal budget
- Appendix 5 - Care inspectorate Adult with incapacity form
- Appendix 6 - Restrictive practice log
- Appendix 7- Weekly finance sheet
- Appendix 8- Monthly finance Audit -TL
- Appendix 9 - Quarterly financial Audit -SM
- Appendix 10 - Online/Over the phone finance purchases
- Appendix 11 - My finances
- Appendix 12 - Bank statement check

Examples of Appendix

- Appendix a - Example of Risk assessment
- Appendix b - Example of Support plan
- Appendix c - Example of My Finances
- Appendix d - Example of Weekly finance sheet

Appendix 1 - Personal Finance Support Assessment

Name of person supported:

Date:

Skills Needed	LEVEL OF SUPPORT		
	I am able to manage without support	I need some help and prompting	I am unable to manage-Full staff involvement required
Able to recognise notes and coins			
Able to understand the value of money e.g. £5 > £1			
Able to keep money safe in own room			
Able to keep money safe when out			
Able to perform a recognisable signature			
Able to sign cheque/benefit book correctly			
Able to withdraw cash/benefits from bank/PO			
Able to use cash machine and remember PIN			
Able to keep cheque/benefits book/cards safely			
Able to complete a withdrawal slip correctly			
Able to budget own weekly income and expenditure			
Able to spend/save according to budget			
Can buy one item in a shop and check change			
Can buy several items in a shop and check change			
Offers reasonable amounts of money (e.g. not £20 for a cup of tea)			

ASSESSED BY:

DATE:

Appendix 2 – Finance Support plan

FINANCE SUPPORT PLAN

Name of person supported:

Date implemented:

By:

OUTCOME IDENTIFIED; Finance: To manage my budget.

Important To Person	Important For Person	Agreed support procedure/ outputs

SIGNATURE

DATE	ACHIEVEMENTS/ REVIEW