



## **POLICY AND PROCEDURES**

### **FOR**

## **SERVICE USERS PERSONAL MONIES**

### **1. Introduction & Principles**

- To promote the principle of enabling service users' who have a learning disability or mental illness to look after their money wherever possible. However, recognising that many service users will need some support from time to time, and many will require some considerable support.
- These procedures are designed to ensure the protection of DRH service users who require their finances to be managed to some degree by DRH staff and also to provide protection for DRH staff who under-take this management.
- To maximise legal benefit entitlement for service users.

### **2. Principles of Support**

The following principles underpin DRHs' philosophy with regard to the management of service users' monies:

- Every service user has the right to have money to spend, which includes the right to take risks with money and spend it in ways of which may be seen as eccentric or unwise.
- Having no money, or always having to ask for it, is a form of restraint that is unacceptable and humiliating.
- Every service user has the right to conduct their financial affairs in private.
- Every service user is presumed to have the capacity to manage their financial affairs, unless it is proved otherwise
- Every service user will be assisted to develop their capability to manage their own financial affairs as far as is practical
- Any decision taken on behalf of a service user shall be taken in their best interests

### 3. **Sources of Income**

Service users' income is normally made up of social security benefits and many service users are also entitled to claim and be paid Disability Living Allowance (DLA) and/or retirement benefits.

Benefits are paid directly into service users' bank accounts. In addition some service users have access to private sources of income either from investments or family.

### 4. **Capacity, Choices and Decision Making**

#### **a) Capacity**

Legal Capacity is the term used to describe a service users' ability in law to be held legally accountable for their actions.

There is no precise definition of legal capacity. To have legal capacity the following would generally need to be shown:

- The service user is over 18.
- The service user understands the nature of the obligations that they are entering into, and the risks arising from those obligations.
- The service user appreciates the circumstances and the scale of the obligations being entered into.

#### **b) Choices & Decision Making**

For a service user to have capacity to take a particular decision, they must be able to:

- Understand and retain information material to the decision
- Weigh this information as part of the decision making process

Before a judgement is made that a service user lacks capacity it must be demonstrated that every reasonable effort has been taken to communicate the relevant information/explanation in a manner that is appropriate to that individual (e.g. simple language, symbols or other communication forms.)

An assessment of financial capability which is completed for all DRH service users' and reviewed annually will be objective and not affected by personal or organisational factors. Service users' may have capacity in some situations and not others.

#### **CAPABILITY:**

A person may have capacity, but not *capability*. This may be because they have not been given enough information in order to understand the issue, or the information has not been in the right format, or they are not feeling very well that day. Capability can be developed.

A service user should be encouraged to participate in the decision making process to the full extent of their capability even though they may not have the capacity to make the full decision independently.

### **5. Financial Profile**

For each service user who is receiving care and support in DRH homes, a Financial Profile must be undertaken. The profile should include a risk assessment of the service users' money management skills and a Money Management Action Plan must be completed. (See Appendices 5 & 6)

Any new service user receiving care and support in DRH homes will have a Financial Profile completed within a short period of becoming resident e.g. one month of arrival.

The action plan resulting from the assessment in the Financial Profile will form part of the service users' overall care support plan and will in the same way be subject to regular review and revision, with the aim of enhancing the service user's autonomy and self-respect.

If a person has not previously had the opportunity to manage his/her own funds, it may be necessary for DRH staff to play a more interventionist role until the risk assessment is completed.

### **6. Arrangements for Support**

Where a service user is unable to manage their own financial affairs, support will be provided and depending on the capacity of the service user concerned, this support may take the form of either being legally registered and recognised, or not legally registered.

#### **a) Legally Registered**

- **Attorney** – Where a service user has capacity, they can appoint an Attorney to handle all or a specific part of their financial affairs. As the service user must have the capacity to create a Power of Attorney this may not be the most appropriate method of support for many DRH service users'.
- **Appointee** – Where a person has never had or has lost the capacity and is deemed "unable to act" i.e. unable to manage his/her own affairs in relation to receipt of benefits because of incapacity an Appointee will be nominated by the Secretary of State for Work and

Pensions to act on the service users' behalf to claim, collect and spend all types of benefits, allowances and pensions on behalf of that service user. DRH is the nominated Corporate Appointee with the named representative being the Company Accountant.

For DRH service users who have been identified through their Financial Profile as "unable to act" on their own behalf the Appointee will ensure that benefits are duly collected and accounted for that service user.

The Senior Finance Officer (income) will apply or assist service users to apply for the optimal legal benefit available. This might include housing benefit and supporting people funding.

- **Court of Protection.** The Court may appoint a "deputy" to take decisions on welfare, healthcare and financial matters as authorised by the Court .

#### b) **Not Legally Registered**

- **Home Managers**

For those service users who lack full capacity to manage their own financial affairs their Home Manager will ensure that appropriate support and help is provided.

The Home Manager is responsible for financial decisions taken on behalf of the service user in order to protect the service user's interest. Such decisions need to be justified by the criteria included in Appendix 1.

Home Managers will be responsible for the safe keeping of service users cash. Cash held for each service user in the home should not normally exceed £100.

Where the term Home Manager is used, if there is none in situ, i.e. in supported lodgings the relevant staff member will be the Team Leader.

- **Keyworkers/Support Staff**

Through their understanding of the individual service users needs and preferences care staff will help and support the service user in their spending decisions.

- **Finance Department**

The finance department will be responsible for ensuring that service users' savings are legally administered; checking that sufficient funds are available when requests are received and that those requests are dealt with promptly and efficiently.

- **The Chief Executive**  
The Chief Executive is ultimately responsible for the appropriate implementation of this policy.

## **7. Management of Service Users' Monies**

- c) For those DRH service users who have been identified through their Financial Profile as deemed to be "unable to act" on their own behalf in relation to their financial affairs the service users' personal funds should be held in their named DRH current account to a maximum of £3000. Any savings over and above £3000 should be transferred to a high interest savings account. This will be regularly monitored by the Company Accountant.
- b) For those Service users who have been identified as capable of managing their own financial affairs support will be offered to open an appropriate current bank account with a cash withdrawal card and savings account. Cash cards can only be used with a PIN number, therefore records of these PIN numbers must be kept separate and secure from the cash card to prevent misuse arising from theft. DRH staff will make and keep an individual record of a service users' PIN number if it is deemed appropriate by the Home Manager. However, any unrecorded or unauthorised use by a staff member of a PIN number or card to access a service users' account will be treated as a disciplinary matter.
- c) Cash held for each service user in the home should not normally exceed £100. On occasions larger amounts may be withdrawn but these should not be held for more than 48 hours.
- d) **If the service users hold other savings or bank accounts the designated Senior Finance Officer needs to be kept informed of details and balances, in order to ensure continued appropriate entitlement to welfare benefits.**

## **8. Recording Systems:**

For those DRH service users who have been identified through their Financial Profile as deemed to be "unable to act" on their own behalf in relation to their financial affairs:

- Accurate and detailed records will be maintained of all incoming and outgoing monies on the individual service user's sheet (the 'green') immediately.(See Appendix 4) A new service users' sheet must be started at the beginning of each calendar month and the opening balance entered at the top of the new sheet. The completed "Green" and all receipts associated with cash transactions for each service

user must be forwarded to the Finance Department on a monthly basis. The "Green" will then be reviewed by finance and filed in the individual service users file. These will be kept for six years.

- Receipts must be obtained for all expenditure wherever possible. Exceptions to this will only be for small incidental expenses like tea/coffee/ice creams etc. If a receipt for larger expenses is not obtained then a note, countersigned by 2 members of staff, must be completed. The note must state the date, amount and nature of the expense.
- Cash may only be taken out of the home on the day it is to be spent. Change must be returned and expenditure receipted and recorded clearly on the same day.
- Staff should be meticulous in their attention to detail and correct recording.
- All entries must be made in ink not pencil.
- Where mistakes are made in recording it should be crossed through with a single line, "error" written alongside and initialled. The correct information should be written on the line underneath. Correction fluids must not be used.

## **9. Requesting and Spending Funds**

- a) Requests for release of held funds should be counter-signed by the Home Manager/Deputy Home Manager on the duly completed request form (Appendix 2 & 2a) and forwarded to the finance department for checking against available funds and for action (i.e. cash withdrawn, cheques raised or funds transferred to Homes bank accounts.)

Reasonable time should be allowed between the date of the request and the date that funds are required i.e. 7 days before the planned spending date. If money is not spent as planned then excess funds should be returned to the finance department so that they can be re-banked in the service user's savings account. (See paragraph 7 (c) for guidance on levels of cash holdings.)

- b) Under no circumstances may any member of staff take service user's money home.
- c) Staff must not borrow/lend between service user's cash.
- d) Staff must not use their personal money to pay for service users expenses.

- e) Staff must not encourage service users' or their families to offer gifts and should not normally accept any, which are actually made. However staff may accept token gifts of a value of no more than £10 where a refusal is likely to cause severe offence or emotional upset. **Gifts must never be made in cash.**



## **HANDLING SERVICE USERS MONEY**

### **CRITERIA FOR APPROVING A CASH WITHDRAWAL REQUEST ON BEHALF OF A SERVICE USER**

A. This withdrawal has been requested by the service user and the service user has the capacity to make an informed decision concerning their financial affairs.

**OR**

B. While the service user does not have the capacity to make an autonomous decision the Home Manager/Deputy Home Manager confirms that this item of expenditure is in the service user's best interest.

The following issues should be taken in consideration:

- i) A member of staff has made a reasonable effort to ascertain the service users attitude to the proposal to spend their money in the manner proposed.
- ii) If a large item of expenditure is involved (i.e. over £500), staff have consulted appropriately with a next of kin who maintains an active interest in the service users well being/financial affairs - or an independent advocate.
- iii) The expenditure is consistent with the service user's well-being/quality of life.
- iv) A full description of any items purchased should be included on the "Request for Withdrawal" form. Requests with insufficient descriptions will be returned to the requestor.
- v) Staff will have adequately explored the best 'value for money' options for purchase.
- vi) If other service users are going to benefit directly from this purchase should they contribute to the cost?
- vii) If there are any implications for future running costs - does the service user have sufficient funds to cover these?



**REQUEST FOR WITHDRAWAL FROM  
SERVICE USERS PERSONAL SAVINGS ACCOUNT**

Request for Credit Transfer/Cheque Issue (please delete as necessary and clearly give name of payee if cheque required).

**To be submitted to Finance Department at least 7 days before date required.**

<b>FOR (Full Name):</b>	
<b>HOME:</b>	
<b>AMOUNT REQUIRED:</b>	<b>£</b>
<b>INTENDED USE:</b>	

<b>DATE MONEY REQUIRED IN BANK:</b>		<b>OR DATE CHEQUE RECEIVED:</b>	
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<b>FUNDS REQUESTED BY (NAME):</b>	
<b>DATE REQUEST FORWARDED TO FINANCE:</b>	
<b>AGREED BY HOME MANAGER/DEPUTY (in accordance with DRH policy):</b>	
<b>SIGNATURE:</b>	
<b>DATE:</b>	

Finance Department use only:

<b>FUNDS CHECKED:</b>	<b>AVAILABILITY</b>	
<b>DATE:</b>		

**MONIES WILL GO INTO ACCOUNT ON DAY BEFORE REQUIRED  
UNLESS HOME IS NOTIFIED OTHERWISE BY FINANCE DEPARTMENT  
COPY TO BE MAINTAINED WITHIN HOME FOR INFORMATION**

## HOLIDAYS/CONCERT/LEISURE ACTIVITIES/THEATRE BOOKINGS

### ADDITIONAL INFORMATION

<b>NAME OF COMPANY:</b>	
<b>CONTACT NAME:</b>	
<b>CONTACT DETAILS</b>	
<b>BOOKING REFERENCE:</b>	
<b>SPECIAL REQUIREMENTS:</b>	
<b>DATE BOOKED:</b>	
<b>CONFIRMATION REQUESTED:</b>	YES <input type="checkbox"/> NO <input type="checkbox"/>
<b>PAID BY: (METHOD)</b>	CREDIT CARD <input type="checkbox"/> CHEQUE REQUEST <input type="checkbox"/> CREDIT TRANSFER <input type="checkbox"/>

**In the event of planning a service user's foreign holiday. an application for extended public liability insurance must be completed and attached to the request for withdrawal form.**

**NO PAYMENT WILL BE MADE FOR THE FOREIGN HOLIDAY UNLESS THIS FORM IS RECEIVED BY THE FINANCE DEPARTMENT**



## **STANDARDS**

### **FURNITURE**

DRH expects to supply the following items of equipment for any service users bedroom :

	New
- Single bed, mattress and head board	£200- £1000
- Wardrobe (including mirror door)	£300
- Chest of four-drawers	£250
- Bedside cabinet with three-drawers	£175
- Small armchair	£250
- Bedside lamp and shade	£50
- Duvet, two pillows and two sets of necessary linen (plain dye/flame retardant)	£200
- Curtains	
- Carpets	

#### **Furniture and furnishings to comply with BS5852**

Amongst the above there will be a facility for at least one locking compartment for service users' use.

### **DECORATION**

Normal decoration will be white ceiling; woodwork and plain emulsion walls in a colour to suit the service user's taste with a border to match from the budget range available in DIY stores.

Wallpaper will only be used if the wall finish is of poor standard.

Redecoration on the change of service user will only be possible if the room is due for cyclical redecoration within the forthcoming year or when the décor is in particularly poor condition.

A service user may decide that they wish to furnish/decorate their room to a higher standard. DRH will make a financial contribution towards the service users costs based on the cost of meeting DRH standards

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## **FINANCIAL CAPABILITY** **ASSESSMENT**

### Part I

<b>SERVICE USER:</b>	
<b>COMPLETED BY:</b>	<b>DATE:</b>

#### **GUIDANCE**

This assessment consists of four sets of competencies, or levels of vulnerability. You should record the appropriate level in each section.

Record the total score in the box provided at the end of this assessment.

#### **TICK THE STATEMENT WHICH MOST CLOSELY REFLECTS THE SERVICE USERS CAPABILITY:**

<b>Section A MATHEMATICAL CAPABILITY</b>		✓
1	Has no numeracy skills and cannot count	
2	Has some numeracy skills but no understanding of the concept of money e.g. does not recognise the different values of coins and notes	
3	Can count money in coins up to the value of £10.00	
4	Performs basic additions and subtractions using coins and notes	
5	Can perform routine calculations when dealing with own finances and can apply these in practical situations e.g. when shopping	

<b>Section B UNDERSTANDING OF THE VALUE OF MONEY</b>		✓
1	Has no awareness of the value of money: e.g. does not understand that it is used to buy things	
2	Understands that money is used to buy things but has no understanding of how much money is worth in terms of actual purchases	
3	Can relate the cost of goods/services to the amount of money that needs to be paid	
4	Can tell the difference between expensive and inexpensive goods while out shopping	
5	Fully understands the importance and value of money	

<b>Section C VULNERABILITY TO THEFT/DECEPTION</b>		✓
1	Would not understand or would be able to communicate if financial abuse was taking place	
2	Could be easily manipulated into parting with money	
3	Understands that other people may want to steal from them and shows evidence of wishing to protect money	
4	Takes some steps towards protecting their money and would know and complain if they had been targeted for financial abuse	
5	Takes all reasonable steps to protect their finances from abuse	

<b>Section D UNDERSTANDING OF "ABSTRACT" FINANCIAL ISSUES e.g. bank accounts; benefit books; cheque books etc.</b>		✓
1	Has no concept of the financial value of cheques; benefit books etc and no understanding of the concept of "debt"	
2	Has a basic understanding of "abstract" monies e.g. knows that money can be kept in a bank account or post office but has no understanding of how to use these facilities	
3	Understands the systems/facilities used for banks/post office accounts etc and can relate to "real" money. Would not recognise discrepancies when dealing with these facilities e.g. odd withdrawals	
4	Has good knowledge of abstract money systems/procedures and understands the concept of debt. Would recognise and be able to voice concern regarding discrepancies	
5	Has full understanding of banking systems, benefits, consequences of debt; loans; overdrafts etc. Would recognise discrepancies and would be able to communicate these to relevant people.	

**Transfer the number(i.e. 1 – 5) from the Level scored to the corresponding box in the table below:**

<b>SECTION</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>Total Score</b>
Level scored					

Anyone who is scored Level 1 in *any* of the four sections is likely to be vulnerable to abuse. Anyone whose *total* score is less than 12 is also likely to be vulnerable. Appropriate safeguards should be in place for service users whose scores fall into these ranges.

Part II.

**N.B. Please send a copy of Part II to Finance for Information**

**PERSON'S FINANCIAL PROFILE**      **Date:** \_\_\_\_\_

Name of Person: _____ Name of Service: _____		
<b>THIS PROFILE IS TO BE REVISED AT LEAST ANNUALLY</b>		
<b>Income</b>		
<b>Source</b>	<b>Amount</b>	<b>Payment Method</b>
<sup>1</sup> Income Support	£                      per	
DLA: Care		
DLA: Mobility		
Incapacity Benefit		
Pension Credit		
Other		
<b>Regular Expenditure</b>		
<b>Outgoing</b>	<b>Amount</b>	<b>Payment Method</b>
<sup>2</sup> Rent	£                      per	
Other		
Other		
Other		
Other		
Other		
<b>Is there a legally registered arrangement for managing the person's affairs?</b>		Yes/No
<b>If YES, is it:</b>	<sup>3</sup> Attorney / Appointee / Receiver	

<sup>1</sup> If person is in receipt of benefits, attach a copy of a statement from the Benefits Agency showing how his/her benefits have been calculated.

<sup>2</sup> "Rent" here means the contribution that the person has been assessed to pay. Attach a copy of the Social Services financial assessment showing how this contribution has been calculated.

<sup>3</sup> Delete those not applicable

**PERSON'S FINANCIAL PROFILE**      **Date:** \_\_\_\_\_

Name of Person: _____ Name of Service: _____	
<b>THIS PROFILE IS TO BE REVISED AT LEAST ANNUALLY</b>	
<b>Who is the person appointed??</b>	Name:  Address:   Telephone:  Email:
<b>When did the arrangement commence?</b>	

<b>Savings Account(s)</b>	
Bank	Name:  Address:   Telephone:
Account Number	
Signatories	1 2 3
Post Office	Name:  Address:   Telephone:
Account Number	
Signatories	1 2 3

**PERSON'S FINANCIAL PROFILE**      **Date:** \_\_\_\_\_

Name of Person: \_\_\_\_\_ Name of Service: \_\_\_\_\_

**THIS PROFILE IS TO BE REVISED AT LEAST ANNUALLY**

**Other Relevant Information**

**Risk Assessment** (circle appropriate assessment level + comment)

Ability to understand the connection between money and what it buys ("the value of money")	Full	Limited	None
Ability to recognise coins/notes and their value	Full	Limited	None
Ability to add and count money	Full	Limited	None
Ability to plan expenditure, save money for high cost purchases, and manage budget	Full	Limited	None
Understanding of need to pay for "intangibles", e.g. rent	Full	Limited	None

**PERSON'S FINANCIAL PROFILE**      **Date:** \_\_\_\_\_

Name of Person: _____ Name of Service: _____			
<b>THIS PROFILE IS TO BE REVISED AT LEAST ANNUALLY</b>			
Ability to manage a savings account, with or without support	Needs support	No support	
Ability to sign for and collect cash from a Post Office/Bank	Needs support	No support	
Ability to pay own rent, etc.	Needs support	No support	
Likelihood that person will lose money, spend it inappropriately, be taken advantage of by others, etc.	High	Medium	Low

**Money Management Action Plan**

Person will be entirely responsible for own financial affairs	Yes/No
Person's cash to be kept in Office	Yes/No
Person to have access to £ _____ per week for personal expenditure without having to account for it	Yes/No
Person to sign for withdrawals from bank account	Yes/No
Staff (at least two) to sign for withdrawals from bank account or card cash accounts. N.B. withdrawals must be noted on Services User's "Green" on same day and withdrawal receipt attached to "Green".	Yes/No
Family carers to sign for withdrawals from bank account	Yes/No
Person to cash own benefits giro at post office	Yes/No
Person to pay own rent	Yes/No
Other:	
Other:	
Other:	

**PERSON'S FINANCIAL PROFILE**      **Date:** \_\_\_\_\_

Name of Person: \_\_\_\_\_ Name of Service: \_\_\_\_\_

**THIS PROFILE IS TO BE REVISED AT LEAST ANNUALLY**

Summarise the support to be offered to this person in managing finances:

Signed by:

Person: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_