

## **POLICY AND PROCEDURES**

### **FOR**

## **RESERVATION AND PAYMENT FOR SERVICE USERS' LEISURE ACTIVITIES**

### 1. **Introduction** - Purpose of Policy

- These procedures are designed to ensure the **protection** of DRH service users and DRH staff while enabling service users to enjoy "normal" leisure activities.
- Promoting **independence** and autonomy by encouraging service users to enjoy "normal" leisure activities.
- Ensure a transparent **audit trail** is followed at all times to comply with legislative and inspection requirements.
- This policy assumes DRH hold the service user's monies.

### 2. **Making Reservations**

Once it has been decided either by the service user themselves, or with the guidance of an appropriate staff member that a leisure activity should be undertaken, the following process must be followed:

- In most cases the Home Manager/Deputy Home Manager should reserve the identified leisure activity.
- A "Request for Withdrawal from Service Users' Personal Savings Account" (See appendix 1) must be completed. Additional information regarding the leisure activity should be completed on the back of the form (See appendix 1a). Specifically, the Name of the Company the booking has been made with, Contact Details, payment type (Credit card/Cheque/Credit Transfer) and Booking Reference must be quoted on the form in case of cancellation.
- If the leisure activity involves foreign travel a "Service User's Foreign Holiday Form" must be completed at the same time as the "Request for withdrawal" form.(See Appendix 2). This form will ensure that DRH have extended their public liability and malpractice insurance cover for overseas holidays. No foreign holiday booking will be made without this form being completed by the Home Manager/Deputy Home Manager.
- The form must be authorised by the Home Manager/Deputy Home Manager.

### 3. **Making Payment**

- The authorised "Withdrawal" form should be sent to the DRH Administrative Assistant who will liaise with the Finance Department to ensure there are sufficient funds in the Service User's account and organise payment for the leisure activity.
- Reasonable time should be allowed between the date of the request and the date that the funds or payment are required by. This should normally be at least seven days. 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 saving account.
- In the event that the Home Manager/Deputy Home Manager is unable to complete the "Request for Withdrawal" form all the necessary information must be communicated to the DRH Administrative Assistant who will complete the "Request for Withdrawal" form on behalf of the Home Manager and ensure it is authorised by either the Chief Executive/Deputy Chief Executive or Company Accountant. This should only be done in exceptional circumstances.
- The Administrative Assistant will liaise with finance to ensure there are sufficient funds in the Service User account and organise payment for the leisure activity.
- Once payment has been made by credit card, cheque request or credit transfer confirmation will be requested from the company and copied to the Home Manager and the Finance Department.

### 4. **Audit Requirements**

- Once payment has been made the "Request for Withdrawal Form" as well as any supporting documentation will be passed to the Finance Officer (Income) for action.
- The Finance Officer will use the "Request for Withdrawal Form" as authorisation to transfer funds either to the service user for payment of the leisure activity directly or reimbursement from the Service User to DRH for funds paid out on their behalf.
- The bank transaction will then be checked and authorised by a Senior Finance Officer. Once this has been authorised the transfer is made to the appropriate account.
- The "Request for Withdrawal Form" will then be filed.

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

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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>	

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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**

**SERVICE USERS' FOREIGN HOLIDAYS**  
**Application for Extended Public Liability & Malpractice Cover**

This form must be completed immediately upon planning service user foreign holidays so that the appropriate insurance provisions can be made

<b>Home:</b>	
<b>Dates of Visit (inclusive):</b>	
<b>Destination:</b>	
<b>Nature of Visit:</b>	
<b>Staff Going:</b>	
<b>Service Users Going:</b>	<b>Nature of Service User's Disabilities:</b>
<b>Date Submitted:</b>	
<b>Home Manager's Signature:</b>	

**Please return to Finance at Connaught House ASAP**