

**Details on those recommendations outstanding
Status – all Amber (Ongoing with deadline missed)**

Social Care, Health & Housing

Domiciliary Care Units

Recommendation R1:

1. Procedures should be updated to clarify that any change to amounts paid to clients should be formally authorised.
2. A weekly check should be completed between the total value of the cheques drawn on the Units' bank accounts (to withdraw funds for clients), to the schedules of BACS payments (detailing funds transferred into the accounts by the Appointee-Deputyship Officer). This check should be independent of the staff based at the Units.

Rationale for Recommendation:

At one of the Domiciliary Care Units due to poor communication the payments to a client (and hence withdrawn from the bank account) were increased without the Appointee- Deputyship Officer being informed with a subsequent impact on the balance on the client's bank account. The usual internal checks between the BACS payments to clients' account and the value of checks drawn had not operated.

Target Dates:

31st October 2013 (revised)
31st March 2014

Current Position and Explanation for Slippage:

Procedures have been updated. Discussions are on-going to ensure the regular communication of the BACS information between the Customer Finance Team and the Supported Living Service. In the meantime, bank statements are being requested and signed by the signatory prior to withdrawal of funds to ensure that the account does not become overdrawn.