

A Guide to Direct Payment Financial Monitoring – For Customers With Bank Accounts



Welcome to receiving your support using a Personal Budget and taking cash as a direct payment. You have received this guidance as you have decided not to use a Prepaid Card Account, Instead, you have requested that your direct payments are paid into a separate bank account.

This guidance is designed to assist you with keeping and providing the correct paperwork to show us how you are spending your Personal Budget using a direct payment. We call this **Financial Monitoring**.

This is so we know you are keeping your support safe and legal. This guidance also applies to someone called a 'suitable person'. This is a person who manages the direct payments on behalf of a customer who does not have mental capacity to do it for themselves.

It is important to know that by agreeing to have a direct payment, you have a responsibility to provide us with the documents we mention in this guidance.



Not many people really enjoy doing paperwork so we have tried to make our approach as simple as possible. However, we cannot remove all the paperwork that has to be retained. We hope that by providing you with this information, you will be able to successfully complete the paperwork you need to provide.

If you need any further help, please do not hesitate to contact us on **01332 640777** or email us at **homecarecharging@derby.gov.uk**

Here are some frequently asked questions and answers to help you.

1 Why do I need to open a separate bank account for direct payments?

The direct payments must be paid into a bank account that is only used for needs set out in your Support Plan. The only exception is if you are receiving money from the Health Service, such as a Personal Health Budget, you can use the same account for both. Having a separate account allows you to send us your bank statements showing how the monies are being used. We do not want to see how you spend your own money and therefore ask that they are kept separate.

2. What paperwork do I need to keep in relation to my direct payment?

The paperwork that you will need to keep in relation to your direct payment is fairly simple. You must keep all of the following:

- ✓ A record of when any staff you employ have worked for you – this may be timesheets or payslips from a company who provide payroll support to you
- ✓ All invoices and receipts for expenses – including any from care providers or agencies
- ✓ Bank statements from your Direct payments bank account

All of the above paperwork is kept by you so that we can see that the money is being spent properly. You are advised to keep all this paperwork in one place ready for viewing by either your case worker or the Community Care Charging & Support Team.

It is a good idea to get into the routine of regularly putting your documents into a storage box or folder and checking off your bank statement against the documents kept in the storage box or folder. This way, you can account for any unidentified payments from the direct payment account and then find out what they were for.



3. Who will look at my paperwork records and how often?

Either your case worker or someone from the Community Care Charging & Support Team will look at your paperwork. We will ask to review your support every year and a case worker will ask to see all your documents.

At any time, the Community Care Charging & Support Team may write to you requesting you provide copies of your supporting documentation over a sample period of time.

This is in line with the Council's audit process to ensure public monies are being spent properly and in accordance with your agreed Support Plan.

4. What information do I need to regularly send into the Council?

As well as looking at your spending form, we also ask that you send us your bank statement from your direct payments accounts every three months – four times a year – initially.

You will also need to complete an 'Income & Spending Form'. On this you will need to:

- Record all the expenditure incurred from the account during the relevant month – 1st to 31st of the month
- Record your financial contribution amount deposited into the account during the relevant month – if any
- sign it

You can find an example of the Income & Spending Record towards the back of this guidance. You can copy and use this. You can also download a copy from our website: www.derby.gov.uk.

Or, you can email us at homecarecharging@derby.gov.uk to get a copy

You must attach the Income & Spending Form to your bank statements and send them both to us. You should always keep your original bank statement and send us a copy.

5. How do I complete the Income & Spending Form?

You will have been provided with four Income & Spending Forms. Each spending form covers a three month period which is shown on the top of each form. The spending form will tell us how you have used your direct payment. The spending record should account for every item of expenditure deducted from the bank account during the relevant month. This includes all payments in and out of the account from the 1st of the month to the end. The payments will also appear on your latest bank statement. Each bank statement should have a statement number. We would like you to submit each bank statement in number order. Do not worry if your expenditure



on your spending form is not yet shown on your latest bank statement as the Community Care Charging & Support Team will be able to account for this later on.

If you miss sending a statement, we will write to you or your representative asking for the missing bank statement. Without this, the Council is unable to monitor how you are spending your direct payment. Alternatively, if you use internet banking, we ask that you to send us printed statements which follow on from each other in date order.

In the 'details of cost or activities' column, this gives you the opportunity to describe how you have spent your direct payments to meet your outcomes. A few examples have been given below;

| Month 1 - Payments made in January | | | |
|---|-------------------|--|-------------------------|
| Fairer Contribution (If any) | | £220.00 | |
| Payment Date | Cheque No: | Details of costs or activities | Amount Spent (£) |
| 02.01.13 | 000123 | Care UK Agency – Personal Care | £200.00 |
| 15.01.13 | 000124 | Mrs Jones – PA – assisting with day care support | £250.00 |
| 28.01.13 | 000125 | Payroll Support – Oct, Nov & Dec 2012 | £21.00 |
| | | | |

At the bottom of the record form, you or your representative are asked to sign a declaration. You or your representatives are signing to confirm that the direct payment has been used to meet the needs and outcomes described in the Support Plan. The Community Care Charging & Support Team will refer to your Support Plan when checking off your expenditure. If there are any concerns, your case worker will be informed.

6. Why do I need to send you my bank statements?

The payments we make to you are from public funds, which we have to account for. One of the conditions of receiving direct payments is that you must send us information regularly so that we can check that is being used properly.

7. How often do I need to send my spending form and bank statements to you?

We need to see your bank statements every three months. This is to check things are going well for you.

With this guide we give the dates when you need to send us your first bank statement and record form.



8. Where do I send my spending record and bank statement to?

Derby City Council
People Services Directorate
Community Care Charging & Support Team
The Council House
Corporation Street
Derby DE1 2FS

You can also email your scanned documents and send them to homecarecharging@derby.gov.uk

9. What if I employ a care agency?

When you use an agency they must give you an invoice when they ask for payment for their services. Check that they are charging you only for the time that they sent staff to work with you.

You should keep a copy of the invoice ready for us to inspect at your review.

You can make arrangements to pay the agency by cheque or bank transfer.

It is not advisable to use cash. It is recommended that you use your cheque book or arrange bank transfers through online banking or telephone banking when paying for support. This reduces the risk of people claiming payment which has not been received. Using cheques and bank transfers allows you to track the payments out of your account.

If you do need to use cash, these amounts must be clearly accounted for on your Income & Spending Form.

10. What records should I complete if I employ my own staff or personal assistant?

If you employ your own staff or personal assistant, it is good practice for you to complete a record or timesheet. .

If you use a payroll service, they will normally support you with this and can either provide you with timesheets or a record of the hours your staff have worked.

It is advisable you pay your staff four weekly to fit in with the payment period. You should try to get your employee to fill in a timesheet every week (or even daily) instead of leaving it all to do at the end of the pay period.



11. What if I don't comply with the monitoring requirements?

We will let you know the date you should return your bank statements and record forms to the Community Care Charging & Support Team.

If you do not return these documents on either one or several occasions, the team will remind you and inform your case worker to come and support you.

If you continuously fail to send your documents after being provided with support to complete them, we may have to suspend your direct payments while any problems are investigated.

If there are any discrepancies in your spending, a case worker will become involved to discuss any issues with you or your representative. At this point, you may be offered the option to use a Prepaid Card or use a third party to help manage your direct payments.

12. What if I need support?

If you are finding any part of managing a direct payment difficult, or are worried about the financial monitoring, please contact the Community Care Charging & Support Team on 01332 640777 or email homecarecharging@derby.gov.uk. They will be able to advise you where to go to get support.

