

Appendix B – Income Code of Practice Review and Actions (Adults) – May 2017

<b>Practice</b>	<b>Recommendation</b>	<b>Action</b>	<b>Progress</b>
<b>Signed Agreements with customer</b>	Signed agreements in place for Residential & Nursing but not in regards to homecare where they sign a document with FAB that agree to pay but no formal agreement with the client. Needs to be in place for all new Home care packages as soon as possible	(PG to put on agenda for next FMT)	FMT to agree process and agree accordingly
<b>Accuracy</b>	<u>Accurate</u> completion of invoices by local teams a priority for recovering monies	Action: PG/SR/BH to follow up	Finance Managers are addressing with staff.
<b>Charge details</b>	To ensure all teams including full details of charges included on invoices raised.	PG/SR/BH:	Delivered. Breakdowns being provided.
<b>Promptness</b>	Invoices to be raised promptly – aim to provide to customer within 5 working days	Action: PG/SR/BH to follow up	Being addressed as part of the restructure of Adults Finance Local Teams
<b>Adults Appendix</b>	Take advantage of adding appendix to general code of practice re adults approach & process to take forward re not referring to budget holders but to a dedicated debt recovery post	Action: MY	To be included
<b>Client Finance Fees</b>	Need to ensure annual fees and charges paper now includes Client Finances fees.	Action: BC/JS to follow up	Paper drafted each January/February. Will be included.
<b>Credit Notes</b>	To work with teams to distinguish correct usage of credit notes and to produce written guidance accordingly	PG/SR/BH to complete	To be completed
<b>Credit Notes</b>	Ascertain approvers of credit notes following restructure	Action: JS to discuss with AR to ensure approvals are at the appropriate levels across his team	To be done following completion of restructure
<b>Instalment Plans</b>	Agreed that instalment plans set up are to be closely monitored and actions to be taken immediately if repayments cease.	Action: PG/BH/SR to ensure staff follow up on this	To be done following completion of restructure

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<b>Reminders</b>	To ensure reminders issued by Accounts Payable are sent out to the customer directly with immediate effect. This should also apply to invoices raised.	PG/SR/ BH	Delivered. Achieved through Print to Post
<b>Timetable and Responsibilities</b>	Social Workers would not be the appropriate people to agree plan of action to recover the debts. The budget holder responsible for the plan of action would be the Service and Operations Managers, however, this is not considered a realistic and effective option. Recommend that a dedicated finance post should have responsibility for agreeing further plans of action post 28 days.	Action: MY to discuss with JS	To be completed
<b>Aged Debts</b>	Need to review and remove any extremely aged debts in particular from the South Somerset area should recovery be unrealistic	PG/SR To look into this.	Delivered
<b>Utilisation of notes functionality</b>	To utilise on-system notes on SAP summarising debt recovery action	All staff	Being addressed
<b>Management Reporting</b>	FMT to agree how we manage monthly reporting and focusing on key debts over and above the standard processes.	FMT	Agreement at next FMT
<b>Direct Payments</b>	Financial returns are sent quarterly. PK assesses the level of surplus. A letter is then written before an invoice is raised when the amount is ascertained. When surplus funds are returned, invoices are not currently raised. A letter is written requesting for funds to be returned. This has been reviewed and a new template has been drafted to be used on the invoices in future. An invoice is to be raised in future rather than a letter sent. We agreed a revised narrative to be included on an invoice as opposed to an initial letter.	Action: BH to implement	Delivered
<b>Direct Payments</b>	Misspending of direct payments – invoices are raised immediately and followed up accordingly. Important that the Income code of practice is adhered to in order to 1) maximise debt recovery and, 2) minimise administrative burden.	Action: BH to implement	Delivered