

Agreed Action Plan

<i>Recommendation</i>		<i>Priority</i>	<i>Agreed Action</i>	<i>Responsible officer</i>	<i>Target Date</i>	<i>Progress</i>
<b>R1</b>	Steps should be taken to ensure that only part of a client's link card details are disclosed on the cardholder agreement.	<b>2</b>	Agreed.	Awards and Advice Manager	Implemented.	Completed - the cardholder agreement has now been amended so it is clear that only the last 4 digits of the card number should be input on the form when it is passed from Client Finances team to the client representative/social worker or from the representative to the service user.

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R2	A record of the checks undertaken as part of the monthly audit visits by the Client Finances Specialist should be documented on the client's file.	3	The service does not have the capacity to visit all of the other providers. However, visits to Blackpool Football Stadium will be recorded going forward.	Awards and Advice Manager	Immediate.	<p>In progress – monthly audit visits to Blackpool Football Stadium have been put on hold due to the pandemic therefore this recommendation has not yet been implemented in full. It is the intention that these visits are reinstated when it is safe to do so.</p> <p>Social workers, who hold the cards on behalf of the clients, have responsibility to ensure that client cards are reconciled correctly pending the next audit visit by the Client Finances team.</p> <p>The importance of this area is recognised by the team at the Blackpool Football Stadium in the meantime.</p>

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<b>R3</b>	A note of the annual visit undertaken by a social worker should be documented on the individual client's file in CASPAR.	<b>3</b>	Notes are documented on Mosaic therefore additional notes on CASPAR are not required.	N/a	N/a	Completed - no further action. As only the Client Finance team have access to the CASPAR system, it was agreed that a note on MOSAIC was more appropriate for social workers to check any details of visits.

<p><b>R4</b></p>	<p>As part of the reconciliation process consideration should be given to selecting a sample of clients each month and checks made to ensure that the balance of the client's account on CASPAR agrees to the balance as per their bank statement.</p>	<p><b>2</b></p>	<p>Agreed. More checks will be put in place to prevent this happening again.</p>	<p>Awards and Advice Manager</p>	<p>31/05/2020</p>	<p>In progress - target date not yet been met due to the pandemic and the increase in online transactions and purchases the team have had to deal with for clients.</p> <p>Where discrepancies have been found to exist, we are either in the process of fixing the issues or they have been fixed. A procedure note has been developed for the team to assist them in how to identify where problems may have occurred.</p> <p>The reconciliation process can be complex and although the CASPAR system is clever enough to highlight issues, unpicking them to be able to reconcile can be time consuming.</p> <p>Although the recommendation calls for a sample of clients to be checked, we are now aiming to check all clients on a monthly basis moving forward.</p>
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<b>R5</b>	All purchase card transactions should be approved and all transactions should be supported by a valid receipt in line with Council policy.	2	The sample chosen related to a period prior to the changeover to a new system. Receipts are now electronically held on the system.	N/a	N/a	Completed - no further action.

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R6	<p>Typed signatures should not be accepted as authorisation unless accompanied by an email from the relevant service manager.</p>	2	<p>Agreed. Typed signatures will no longer be accepted unless supported by an email from the relevant service manager.</p>	<p>Awards and Advice Manager</p>	<p>Immediate.</p>	<p>Completed – no purchases are made without the appropriate authority and documentation in the correct format.</p> <p>All PDFs of finance requests and associated email authority documentation are saved to a client’s file.</p> <p>Processes have been adapted during the pandemic. A pdf finance request is still required in all circumstances but it is not always possible for a manager to authorise a request with a “wet signature”. Where this occurs the social worker now forwards the request by email to their line manager and then the line manager forwards the email on to the Client Finances team, confirming their authority for the transaction, for action.</p>