



ABBNEYFIELD POLICY & PROCEDURE/GOOD PRACTICE GUIDELINES

Policy Ref:	R016P	Effective date:	September 2014
Owner:	Divisional Directorate	Review date:	August 2017

Approved by Amanda Gilboay, Divisional Director, September 2014

TITLE	RESIDENTS' PERSONAL FINANCES AND VALUABLES Supported Housing & Independent Living
1 Background	This policy is set out to inform staff, volunteers', residents and their representatives of the good practice Abbeyfield is committed to in relation to residents' personal finances and valuables.
2 Objectives	Residents are assured that Abbeyfield is run on a sound financial basis with robust procedures for protecting residents' personal finances and valuables. Abbeyfield works to ensure good practice in safeguarding residents from financial abuse by providing staff and volunteers with clear guidance and support.
3 Scope	All staff and volunteers working for and within Abbeyfield Supported Sheltered Houses and Independent Living Schemes.
4 Policy	Abbeyfield provides a secure home for residents who are independent in their financial affairs. Staff and volunteers do not normally handle residents' money or act on their behalf in any financial transaction.
4.1	Residents in Abbeyfield houses have the right and responsibility to look after their own money and to make their own decisions about how they spend their money.
4.1.1	Residents have the right to privately manage their own financial affairs with any independent support they want keeping their financial affairs private.
4.1.2	
4.1.3	Residents can access private independent financial advice.

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4.1.4	Other than signposting to and advice on welfare benefits residents do not receive financial advice from Abbeyfield.
4.1.5	Residents retain control of their own possessions and money and staff and volunteers do not accept loans or gifts including money and valuables.
4.1.6	Abbeyfield staff and volunteers do not bank cheques, withdraw money or collect benefits on behalf of residents. (If a resident requires assistance, they should be signposted to Social Services or a financial advocacy service so that appropriate support and/or advice is made available).
4.1.7	If Abbeyfield staff and volunteers are entrusted with money from residents, (eg: shopping on behalf of residents), they must keep full records to include the money entrusted, a record of the transaction(s), and receipts. In all such cases the transaction should be witnessed by a third party, who could be another staff member, volunteer or resident.
4.1.8	Abbeyfield does not hold money, valuables or other possessions on behalf of residents.
4.1.9	Rent & Charges payments are normally paid by direct debit or standing order and Abbeyfield provides a quarterly statement of the account in January, April, July and October of each year. Where residents make payments by cash or cheque, these are banked within three working days maximum and receipted immediately.
4.1.10	Only cheques made in favour of the Abbeyfield Society are accepted. Where cash payments are made as contributions to rent or other income eg guest room income, these payments are only to be accepted where the resident has mental capacity. Under no circumstances are staff or volunteers permitted to take residents to the bank or be authorised signatories for residents' personal finances.
4.1.11	Staff and volunteers only engage in any gambling with residents (Lottery cards or gambling on horse races) up to a nominal stake of £1 per person.
4.1.12	Where staff or volunteers become concerned that a resident no longer has the mental capacity to manage their finances they should report this to the House Manager (the House Manager can discuss it with Business Manager or equivalent for member society).

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<p>4.1.13</p> <p>4.1.14</p> <p>4.1.15</p> <p>4.1.16</p> <p>4.1.17</p>	<p>If it becomes evident that a resident needs assistance to manage their financial affairs, the House Manager should raise any concerns with the resident and/or their representatives and can seek professional advice and assessment from Social Services or a financial advocacy service to ensure that suitable support is made available for the resident.</p> <p>It may be that the need for this assistance reflects a change in the resident's mental capacity which may also affect their ability to make significant decisions for example, about other serious issues including serious medical treatment, change of accommodation and safeguarding.</p> <p>Where a significant decision needs to be made and the resident lacks the mental capacity to make the decision, the matter may need to be referred to the IMCA (Independent Mental Capacity Advocates) service unless there is someone legally appointed to make the significant decision on behalf of the resident. Significant decisions cannot be made on behalf of a resident by friends, relatives or carers. A formal assessment by a registered qualified professional is required before a significant decision can be made. Guidance on making such a referral may be obtained from the Mental Capacity Act.</p> <p>In the event of any resident or residents' representative having concerns about Abbeyfield staff or volunteers breaching this policy they should raise this through the Complaints Procedure it will be investigated in accordance with that and the Safeguarding Procedure. If another member of staff has concerns, they should raise this in accordance with the Whistleblowing Policy & Procedure.</p> <p>If staff or volunteers are concerned over a request or expectation from residents or their family /representatives that they provide more help than Abbeyfield permits (to safeguard residents and themselves) they can refer the matter to their Business Manager (or member society equivalent) who will speak to the individual or individuals making the request.</p> <p>If staff or volunteers are concerned about any areas covered by this policy they are welcome (and encouraged) to ask the advice of the House Manager (and for the House Manager, the Business Manager or equivalent). They are there to provide help and advice in dealing with difficult situations.</p>
<p>5 Finance, Value for Money & Social Value</p>	<p>TBC</p>

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6 Supporting Appendices	There are no Supporting Appendices.
7 Linked Policies	Professional Boundaries Employment Contracts (Staff) Gifts and Wills Professional Boundaries Complaints Procedure Safeguarding Vulnerable Adults and visiting children Mental health Capacity Act (Care) Whistleblowing Policy
8 Legislation / Regulation	No specific reference
9 Review	Every 3 years, subject to any regulatory or legislative updates.
10 Procedure/ Guidance	
10.1	N/A
11 Supporting Appendices	N/A