

REVIEW OF DEBTORS ACCOUNTS: DIRECT PAYMENTS

1. SUMMARY

1.1 The report, Review of Debtors Accounts – Direct Payments, was completed during November 2011 and accordingly presented to the Audit Committee.

2. RECOMMENDATIONS

2.1 The Audit Committee is asked to note the content of the report.

3. DETAIL

3.1 The report made 4 specific recommendations:

3.1.1. As agreed by the Working Group, the launch of the new procedures must include training of Care Managers in their roles and responsibilities in relation to direct payments. Timescale: End of March 2012 (medium priority).

3.1.2 In considering the offer from SPAEN (Scottish Personal Employers Network) to provide a support service, the Council must ensure that any service provided by SPAEN does not duplicate the service already provided by the Council's Personal Assistant Advisor but either complements or replaces it. The Council must ensure that however the support service is provided that Best Value is achieved. Timescale: End of February 2012 (medium priority).

3.1.3 The Council must ensure, as far as possible, that the contact details for Direct Payment advice and support for Argyll and Bute clients is correct. As a minimum, the Scottish Government website should hold the correct contact details for Direct Payment Advice in Argyll and Bute. Timescale: End of January 2012 (low priority).

3.1.4 Fifty seven of the cases were identified as having anomalies that had not been resolved. The Service must address this situation as a matter of urgency. To ensure that the correct payments are being made to clients, that the direct payment are being used appropriately, the client's needs are being met and a that a direct

payment is the most appropriate way to manage the clients care need. Timescale: End of March 2012 (high priority).

3.2 PROGRESS TO DATE

- 3.2.1 The new procedures are available on the Council's public folders and staff advised accordingly by Area Managers. Janie Ryan, DP Coordinator, has followed up all enquiries from staff on an individual on a one to one basis.
- 3.2.2 A report will go to the Community Services DMT on 19th March 2012 to consider a recommendation that the council should commission a service from SPAEN.
- 3.2.3 The external website updated- namely the Scottish Government, has been updated.
- 3.2.4 Area Managers sending updates to Head of Service monthly. The present position is that from the 57 cases previously noted, out of a total of 120 DP cases at the end of February 2012, there are currently 11 cases outstanding where the review has started but has not been completed. The timescale for completing the remaining 11 is the end of June 2012.

4. CONCLUSION

- 4.1 The recommendations made in relation to Direct Payments are on track to be completed with the outstanding reviews to be completed by the end of June 2012.

5. IMPLICATIONS

<i>Policy:</i>	Consistent with national policy.
<i>Financial:</i>	None.
<i>Legal:</i>	None.
<i>Personnel:</i>	None.
<i>Equal Opportunities:</i>	None.

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