

**Community Services– Direct Payments: Ref. 08'007**

<b>Action Plan Recommendation</b>	<b>Dates for Completion</b>	<b>Status / Explanation</b>
A review should be undertaken of the current service provided by Direct Payments appeared enthusiastic successfully Caledonia.	November 2008	Implemented- Review undertaken with interim reduction in fee and service and PI's developed. Council has also teamed up with A'Shire.
The Council and Direct Payments Caledonia should agree a range of Performance Indicators.	May 2008	Implemented
Written procedures should be available to detail alternative care arrangements for a client in the event of an emergency.	May 2008	Implemented- Plan in place for all providers.
A review should be undertaken of the current monitoring and support arrangements for Direct Payment clients.	May 2008	Implemented- Officer appointed and that has responsibility for Direct Payments and for ongoing review of clients.
Clear procedures should be established to ensure that once client funds reach an established limit, monies are repaid to the Council and a review undertaken of the care package.	May 2008	Implemented- Procedures amended to include a requirement for repayment of funds after 2/3 months.

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Changes to client personal care requirements should be authorised and documented.	May 2008	Implemented- Changes for any care arrangements require Senior Officer Authorisation.
All Direct Payment clients care plans should be reviewed to ensure that the authorised care provision corresponds to the Care First Computer System.	June 2008	Implemented
All Direct Payment Clients or authorised representatives should attend training in the administrative and financial requirements for dealing with the Direct Payment Scheme.	May 2008	Implemented
Financial Regulations should be amended to include the procedures for dealing with an allegation of misuse of Direct Payment Fund monies.	May 2008	Implemented
An additional statement should be included within the "Agreement Form" to state that a client would be withdrawn from the Direct Payment Scheme if correct financial administration of funds is not followed.	May 2008	Implemented- Additional statement included.
All Carers employed by Direct Payment Clients should be subject to a Disclosure Scotland Check.	May 2008	Implemented- Responsibility for Disclosure Check with Direct Payment Caledonia

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Evidence of the disclosure check for each Carer employed should be held on the appropriate client file.	November 2008	Implemented
Senior Community Care officers authorising care packages should have access to the Community Care Budgets to allow Budget Managers to be advised of any significant commitment.	June 2008	Implemented
The Direct Payment care package of Individuals who have permanently moved outside the Moray Council should be the responsibility of the Local Authority where they now reside.	May 2008	Not Implemented- The case is with the Council Solicitor due to a disagreement with the Local Authority client now resides. Review 31/05/10
Reconciliation should be undertaken between the Care First and the Financial Management Systems on a monthly basis for clients in receipt of Direct Payments.	May 2008	Part Implemented- Reconciliation undertaken on a quarterly basis. Accept
Action should be undertaken to recover the outstanding overpayment for the client referred to point 3.2.11 of the Audit Report.	May 2008	Implemented- Monies recovered