

Recommendation	Management Proposed Action	Timescale	Officer Responsible	Update October 2014
ASC management should consider incorporating a discussion about the impact of changing payment methods into care reviews.	It is not practical for care reviews to routinely include discussions about paying by direct debit (DD). However, where there are difficulties in managing finances (not related to mental capacity) practitioners will be reminded to promote DD in guidance to be issued shortly.	July 2014	Toni Carney	DD payments are routinely mentioned to care practitioners when discussing debt issues and instruction forms sent where appropriate. The guidance for Care Practitioners on undertaking reviews has been drafted and will be issued as soon as it has been updated for the Care Act.
Alternative ways to promote direct debits should be investigated, including but not limited to: providing an incentive to pay by direct debit; engaging a community partner to assist and advise individuals; and discussing direct debit performance with other local authorities.	Use benchmarking data / contacts to identify other local authorities' practice. Final benchmarking data for 2013/14 should be available by September 2014.	October 2014	Jackie Knutton	<p>The two authorities with higher DD take up are unitary and collect council tax as well.</p> <p>SAP team have reported that a second collection date would have to be controlled by a change to SWIFT interface to indicate specific collection group. We might be able to combine this change with the update work to comply with care act. Alternatively new payment terms can be set up in SAP, at present all new development work is being prioritised in advance of system change freeze.</p> <p>Paper bills are sent 1st monthly with immediate payment terms but DD collections are not made until 22nd month but this information is not currently obvious to customers. The promotion letter wording will be improved to encourage DD take up.</p>
All teams must make key information available in a timely manner to enable effective management of debts.	Report value of cases with contact delays – discuss at Process Owner and FAB operations meetings.	July 2014	Paul Carey-Kent Toni Carney Jackie Knutton	Monthly detailed debt reporting sent to process owners.

Internal Audit

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<p>In the medium term, managers from each of the teams involved in the management of social care debt should consider implementing a mutually agreed Service or Operational Level Agreement that clearly sets out expectations and responsibilities.</p>	<p>Discuss at Process Owners meetings</p>	<p>October 2014</p>	<p>Paul Carey-Kent Toni Carney Jackie Knutton</p>	<p>Care Bill changes for April 15 still being discussed and may affect any Operational Level Agreement so this will be revisited next year. Discussions are held at process owner and FAB operations meetings to clarify areas of concern.</p>
<p>Relevant officers in Shared Services should review how they are addressing upcoming changes to charging and approach the Project Manager of the Care Bill Preparation work to establish any further action required.</p>	<p>Keep up to date with developments – Process Owner meetings. Draft regulations were published on 6 June 2014. Meeting to be arranged.</p>	<p>June 2014</p>	<p>Paul Carey-Kent Toni Carney Jackie Knutton</p>	<p>A Care Act - Charging, Debt and Deferred Payments group has been set up to look at implications of the Care Act across these areas. Officers from ASC, Shared Services and Legal attend the meetings. At the time of writing (20 October) the final regulations and guidance have not been published.</p>