

Appendix A – ASC Care Debt MAP

Recommendation	Management Proposed Action	Timescale	Officer Responsible	Update March 2015
<p>ASC management should consider incorporating a discussion about the impact of changing payment methods into care reviews.</p>	<p>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.</p>	<p>Completed Jun 14</p>	<p>Toni Carney</p>	<p>DD payments are routinely mentioned by care practitioners when discussing debt issues and instruction forms sent where appropriate. Updated guidance for Care Practitioners will be issued In April 2015 Quarterly mail shots and prompts to people who pay online will continue as now.</p>
<p>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.</p>	<p>Use benchmarking data / contacts to identify other local authorities' practice. Final benchmarking data for 2013/14 should be available by September 2014.</p>	<p>Completed March 2015</p>	<p>Jackie Knutton</p>	<p>The two authorities with higher DD take up are unitary and collect council tax as well. They confirm that they only offer DD as a payment method, accepting other methods where DD is not an option for the payee.</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> <p>The ASC debt owners group have considered the contribution a second DD date makes to reducing outstanding ASC debt. They have</p>

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				<p>agreed that a second DD would be technically difficult to achieve, as it would bring forward all DD collections to the earlier date, reducing time for queries to be raised and resolved prior to the debt being collected.</p> <p>The group recommend that an additional billing cycle be implemented allowing new and changed account payees to be billed new and revised amounts quicker, bringing the charge to their attention sooner.</p> <p>This has been considered by relevant officers and a solution with unwanted consequences cannot be implemented with the existing technology platform.</p> <p>Future changes, such a paperless DDs or the changes arising from the South East Business Services venture may present an opportunity to revisit DD and billing to implement a more flexible and attractive DD process</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.	Completed July 2014	Paul Carey-Kent (Neill Moore pro tem) Toni Carney Jackie Knutton	Monthly detailed debt reporting sent to process owners.

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Recommendation	Management Proposed Action	Timescale	Officer Responsible	Update May 2015
<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>Completed January 2015</p>	<p>Paul Carey-Kent (Neill Moore pro tem) 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>The overall efficacy of the ASC debt process is discussed at the process owners group. This group will have defined terms of reference that identify the roles and responsibilities of the members of that group and their service roles within the overall ASC Care Debt end to end process</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 (Neill Moore pro tem) Toni Carney Jackie Knutton</p>	<p>Superseded The Care Act has introduced changes that impact on the Debt Process including a new Deferred Payment Scheme and the removal of the facility to place a legal charge on a property in respect of an outstanding debt. Officers are working through the implications of these changes.</p>

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