



Support with Money Policy

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Owner:	Neil Armstrong	Job Title:	Assistant Director
To be issued to:		Board of Management Ark Management Care & Support Staff	
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Version Control

Date	Owner	Version	Reason for Change
10/03/23	Neil Armstrong	7	Cyclical review

Summary of Changes

Section	Change
All	Change Senior Leadership Team to Operational Management Team
All	Change Registered Operations Managers and Area Managers to Operations Managers and Regional Managers
8 Related Policies and Procedures	Merge CS02 Personal Planning and CS04 Risk & Vulnerability and change to CS02 Care Planning
7 Support with Finances	Change Good Life documentation to Good Life Support Plan / R&V documentation

Support with Money Policy



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Care

Contents

1.0 Arks Values.....	3
2.0 Purpose	3
3.0 Policy Statement	3
4.0 Scope.....	4
5.0 Legal/Regulatory Framework.....	4
6.0 Responsibilities	4
6.1 Board of Management.....	4
6.2 Executive Team	4
6.3 Operational Management Team.....	5
6.4 Managers	5
6.5 All Staff.....	5
6.6 Third Parties	5
7.0 Support with Finances	5
8.0 Related Policies & Procedures	6
9.0 Equality Impact Assessment (EIA).....	6
10.0 Data Protection Impact Assessment (DPIA).....	6
11.0 Stakeholder Consultation.....	6
12.0 Monitoring and Review.....	7
12.1 Monitoring	7
12.2 Review.....	7

1.0 Ark's Values

Ark's values are true to the core purpose of the organisation and the services we deliver. They determine our behaviours towards one another and what we should expect in our relationships with one another. Working within the following values will guide and help us deliver our vision and mission of Ark being an organisation where everyone is equal:

Trust

We have confidence in our people to deliver excellent services and trust in them to do so. We will develop trusting and honest relationships and our customers will feel assured that they can rely on us to deliver.

Respect

We treat everyone fairly and we listen. We are respectful of each person with whom we come into contact and expect our people to respond professionally and treat others as they would wish to be treated.

Understanding

We will operate with empathy and compassion and approach each situation with an open mind. We will question and challenge to ensure we achieve the right outcomes for customers and our people.

Equality

We believe everyone is equal and expect our people to create positive experiences where everyone feels valued and included.

Integrity

We will do the right thing and take responsibility for our actions. We will work together to uphold the highest standards of behaviour and practice.

2.0 Purpose

This policy and its associated procedures detail how we will support people using Ark Care & Support services with their finances.

3.0 Policy Statement

Ark may provide support to people with their finances if this is an assessed need. Ark Care & Support services will provide support of the least restrictive method necessary in order to uphold the individual's human rights. We will balance this with our obligation to minimise the risk of harm to the people we support.

Ark Care & Support services will always seek to maximise the individual's choice and control by supporting people to develop skills to manage their money and subsequently reduce support in this area, where possible. Support with finances will always be the minimum required by the individual according to their abilities.

4.0 Scope

This policy and associated procedures applies to all Care & Support teams providing support with finances to an individual. It includes agency staff, volunteers and students undertaking direct practice with supported people on behalf of Ark.

This policy is not relevant to service-level financial activities that do not directly include supported people; for example, budgets or petty cash.

5.0 Legal/Regulatory Framework

This policy and associated procedures are written with regard to the following:

- Adults with Incapacity (Scotland) Act 2000
- Human Rights Act 1998
- Equality Act 2010
- Health and Social Care Standards (Scottish Government, 2017)
- Codes of Practice for Social Services Workers and Employers (SSSC, 2016)

6.0 Responsibilities

6.1 Board of Management

Ark's Board of Management is responsible for consideration and approval of this policy, and for ensuring that its decisions are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

6.2 Executive Team

Ark's Executive Team is responsible for ensuring that this policy is reviewed in accordance with Ark's schedule for review of policies, or sooner if required. The Executive Team is responsible for ensuring that its decisions, and that the decision of officers, are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

6.3 Operational Management Team

Ark's Operational Management Team is responsible for review of the policy, and for ensuring that its decisions, and that the decision of officers, are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

6.4 Managers

Ark Care & Support Managers, Operations Managers and Regional Managers will be responsible for the effective implementation of this policy within their area of responsibility. They must also ensure that all Care & Support staff are made aware of this policy and participate in relevant training.

6.5 All Staff

All Ark Care & Support staff are required to familiarise themselves with this policy and comply with its provisions as well as undertake any training required as part of this policy or associated procedures.

6.6 Third Parties

All agency staff, volunteers and students undertaking Care & Support duties are required to familiarise themselves with this policy and comply with its provisions.

Ark will ensure that the Public Sector Equality Duty is complied with when third parties, such as contractors, are carrying out functions on behalf of Ark.

7.0 Support with Finances

Good Life Support Plan / R&V (Risk & Vulnerability) documentation will include an assessment of the individual's finances and ability to manage these. These will be reviewed at least every 6 months, or as and when required, to ensure that the individual is in receipt of the correct level and type of support to effectively manage their finances.

Support with finances will be of the least restrictive method required to ensure the individual's rights to privacy and self-determination are respected, while keeping them safe from harm or abuse.

Ark may act as a corporate appointee to manage Department of Work and Pensions (DWP) and Social Security Scotland benefits on an individual's behalf. Ark may then also open an 'In Trust' account with a local bank for the payment and management of those benefits. See: **CS05b Trust accounts and 'access-to-funds'**

Ark will work in partnership with any relevant person/organisation required to support an individual to manage their finances, for example a financial guardian or continuing power of attorney.

Ark will ensure safe custody of any financial items or money we hold on behalf of a supported person and ensure that holding these items do not amount to unnecessary restraint.

Ark will maintain accurate records and undertake robust auditing of any finances managed on behalf of a supported person.

8.0 Related Policies & Procedures

This policy is aligned with two sets of procedures, **CS05a Support with Money** and **CS05b Trust accounts and 'Access-to-funds'**

This policy and associated procedures should be read and understood in conjunction with:

- CS02 Care Planning
- CS06 Reducing Restrictive Practice
- G57a Adult Support & Protection

9.0 Equality Impact Assessment (EIA)

Please see relevant Equality Impact Assessment.

10.0 Data Protection Impact Assessment (DPIA)

Please see Care & Support Data Protection Impact Assessment.

11.0 Stakeholder Consultation

- Ark Board of Management
- Ark Operational Management Team

- Ark Regional Managers
- Ark Operations Managers
- Ark Care & Support Managers
- Ark Finance Department
- Ark Housing Department
- Ark Working Group

12.0 Monitoring and Review

12.1 Monitoring

Ark's Executive and Operational Management Teams will monitor implementation of this policy on an ongoing basis and ensure that relevant decisions within Ark are taken in line with the obligations and expectations set out in this policy.

12.2 Review

This policy will be reviewed within 3 years from the date of approval by our Board of Management, in accordance with Ark's policy review framework.